**Chineham Surgery PPG Meeting**

21 March 2025

Attendees:

Steve Parker (Chair )

Maxine Ross

Joan Bond

Janet Walker

Liz Lang

Martin Biermann

Karen Nicholls

Jenny Vaux

**APOLOGISES:** Helen Winkle

1. **MINUTES FROM PREVIOUS MEETING AND MATTERS ARISING**:

Minutes from last meeting agreed . No amendments to be made and ready to be downloaded to the website.

1. **HOW TO BE A CRITICAL FRIEND/NON EXECUTOVE DIRECTOR TO THE PRATICE**

Steve explained the Do’s and Don’ts of the PPG role as a critical friend. Steve has emailed the guide to all PPG members along with Karen and Claudia .

**3 STANDING ITEM- LATUS STATUS REGARINDG EITHER EXTENDING OR MOVING THE PRATICE. UPDATE FROM MP (LUKE MURPHY) MP.**

**Steve will forward the reply from Luke Murphy to the partners for their comments and direction. It was agreed that no comments were to be made until partners have seen Luke’s response.**

4 **GETTING ITEMS ADDED TO THE WEBSITE**

It was suggested we could create Topic folders as this would be easier for patients to read on the website.

Now further information can be uploaded to the website

* How to be a Critical Friend
* Thanks to patients for completing the recent survey.

5 **PPG NOTICEBOARD**

The surgery have kindly agreed to purchase a larger noticeboard. Once purchased we can all get together and create ideas for the PPG noticeboard.

6. **HIOW PPG FORUM BYMAXINE AND UPDATE RE PPG FACEBOOK**

Ear syringe guidance leaflet – Action – Maxine to email the surgery and all PPG members – This might be a good communication tool for patients .

Mr Ruddell set the face group and highlighted that many PPG were members of NPP. National Association for patients participation but membership fees have doubled leading to many practices opting out.

Purpose of Facebook to act as a forum to exchange information and good practices .

Currently a public group but once more members joint it could be become private

**Group Name** – members of the Hampshire and isle of Wight Patient Participation Group.

Any further information regarding joining the group you can email [jeruddle@gmail.com](mailto:jeruddle@gmail.com)

We were provided an update on synthesia which was identified as a user friendly Ai ool that converts text from documents PDF’S or websites into videos using AI generated avatars and voiceovers.

The videos can be used for the purpose of PPG’S to supporting commutation within patients and surgery’s.

It was encouraged to try the free version to explore its potential. The website is https://www.synthesia.io/?r=0

**7 MAGAZINE ARTICLE JOAN EMAIL**

It was agreed not pursue the newsletter at the moment.

We all do not have any news to make an impact , therefore not publishing the magazine either.

The PPG noticeboard will be the next communication tool for the surgery .

**8 TELEPHONE STATS FROM STEVE**

It has been apparent high percentage on “NO SHOWS” on face to face appointments

It was suggested we could put the number of cancellation on appointments on the PPG noticeboards .

**AOB**

When processing e consults to the surgery is there a difference between urgent and making a routine appointment .

There is no difference as the emails are being sent to one inbox and all requests are fully triage by the doctors.

**Next PPG meeting 19 May 2025 at 4.30**