



Wargrave Patient Participation Group

Meeting 7.30pm via zoom Monday 21st September

Follow Up Notes

Present: Andy Ferguson, Jo Glasby, Sue Griffiths, Tony Lloyd, Jane Love, Mark Puddy,
Judith Stephenson-Hodges, Aimee Stocks

Apologies: Lisa Sayers

Action	🕒	😊
1. Tony presented some top line numbers from the PRG survey which has had a response of around 400 people. The survey will now be closed and a final report will be made available in draft form and distributed to the PPG in the next two weeks. (Mark has already relayed some of the key messages that Tony presented to the partners and practice manager with some very strong follow up points)	5 th October	Tony
2. Everyone was appreciative of the recent newsletter sent out by Jane. We discussed items that could be included in future monthly newsletters including Health Tips. The doctors responded positively to this idea and it will be discussed at the Practice Meeting each month. The next copy day for Wargrave News is Thursday 1 st October. Any ideas should be sent to Jane by Monday 28 th September so that the next newsletter can be compiled.	28 th Sept	All to forward information to Jane
3. No response has been received from the local authority regarding acknowledgement and praise for local care workers. Further follow up is required.	31 st October	Tony
4. The mission statement was agreed and will now appear in communications.	Ongoing	Andy & Jane
5. Champions for each area of the PPG work were agreed: Surveys Tony Communication Jane Liaising with Schools Lisa Pharmacy Connection Sue Recruiting new PRG and PPG members Jo Liaising with village groups Judith Organising health seminars Judith In discussion regarding Health Tips, nutrition was high on the list and Lisa S and Jen S were named as people who were ideally positioned to do this. This should be progressed. A RP Schools PTA Newsletter is due soon and details of the PPG will be communicated.	October 24 th Sept	Judith Jo
6. We still need a PPG Secretary and suitable individuals should be identified.	31 st October	Andy
7. Tony mentioned that very few referrals were coming through for the Reference Group from the surgery (only 45 in the last 6 months). It was agreed to follow up on this.	1 st October	Mark

8. There was discussion around certain surgery processes, specifically website, up to date information, communication on flu clinics, receptionist demeanour, registering for online patient services.	October	Mark
9. Tony communicated that the CCG are currently unwilling to renew the Survey Monkey fee (£380 per annum) and that unless this subscription is not renewed in October, previous surveys will be lost. The CCG actually have a Survey Monkey subscription themselves and it raises the question why it is not made available to PPG.	Practice Monday meeting	Mark
10. Provisional dates for the next PPG meeting are Monday 7 th or 14 th December at 7.30pm. Please advise Andy if you are NOT available on either of these dates.	1 st October	All



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Mission Statement

The Patient Participation Group exists to strengthen communication between patients and the surgery, delivering positive health outcomes for the local community.