

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTESJERSEY PRACTICE Wednesday, 04th June 2025, @ 4pm

Venue: Heston Health Centre & Online

Attendees :	AH SM IO KJ Practice staff: BK,DPT,ST, AT,gs	No Response :	HP SM PS
Apologies :	None		

Number	Agenda Item discussed	Action
	Minutes of last meeting was approved by chair and circulated to all PPG members after meeting.	None
1	Practice Update – <ul style="list-style-type: none">➤ Members to promote PPG. Practice is registering Asylum seekers.	None
2	Digitalisation: <ul style="list-style-type: none">➤ To promote NHS App. Need to increase 10%. NHS App gives empowerment to patient, it is easy to use and patient can see their health record in one place.➤ Online Consultation – To promote Patch's. This will reduce incoming calls to free up phone lines for elderly and vulnerable patients.	<ul style="list-style-type: none">• PPG members to attend in July and August to promote Patches
3	PCN update – Group event for all practices. <ul style="list-style-type: none">➤ Women's health Event – Held in May at Hounslow Art Centre➤ Men's Health Event - Held in May at Hounslow Art Centre. Informed patient via text message.	Practice will put posters and PPG members to promote the event too.
4	Car park concerns discussed.	Practice to contact NHS property to consider gate.
5	Government initiative and practice workload discussed. Also discussed how Social Prescribers can support patient with lots of welfare and non-clinical concerns.	None
6	Next Meeting –TBC	

