

**PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES**JERSEY PRACTICE Wednesday, 15<sup>th</sup> January 2025, @ 4pm

Venue: Heston Health Centre &amp; Online

<b>Attendees :</b>	KD, SM, AH, RE KJ Practice staff: BK,DPT,ST, AT,GS	<b>No Response :</b>	JR, JB, GS
<b>Apologies :</b>	None		

<b>Number</b>	<b>Agenda Item discussed</b>	<b>Action</b>
	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"><li>Online appointments and also more smear weekend appointment.</li><li>Practice Open on Saturday mornings.</li></ul>	None
2	<ul style="list-style-type: none"><li>PCN update – Lots of health related events which will be promoted by the website, PPG members as well as posters in the Practice.</li></ul>	Practice will put posters and PPG members to promote the event too.
3	<ul style="list-style-type: none"><li>DNA Policy Discussed how DNA's can be a waste of appointments. Practice will be taking action as per updated Policy. Warning letters will be sent.</li></ul>	Policy will be updated by the Practice.
4	<ul style="list-style-type: none"><li>GP Survey is on the website. Overall results discussed.</li></ul>	PPG members suggested promoting this by messaging patients.
5	Next Meeting –TBC	Practice will inform the members within 4-6 weeks.