



Minutes of PPG meeting held on 28/2/24

Patient member attendees: Steve Billingham (Chair), Alan White (Deputy Chair), Donald Gordon, Bruce Masson, Neil Smillie, Myra Stewart.

Practice Member Attendees: Dr Hamish Shearer, D. Mark Grandison, Kerry Donaldson (Secretary)

Apologies: John Greensmyth, Claire Drewitt, Anna Feist, Catherine Cormack, Jerry Walton

Minutes

1. Action points from the last meeting (31/1) were reviewed and signed off as completed
2. The final versions of the PPG Constitution, The Patient Information Flyer and PPG membership application form were discussed and signed off as agreed by all. The constitution was circulated for signature by those attending during the meeting. Those who were unable to attend are asked to visit the surgery to sign the constitution please.
3. We had a lengthy discussion to agree the PPG's patient communication strategy in terms of frequency, content and method. It was agreed that we would seek to communicate with patients monthly (at least initially) using news bulletins on the PPG website page and a PPG Facebook page. We also agreed that information about the existence and purpose of the PPG would be displayed on the screen in reception and that PPG information flyers would be placed on the table(s) in reception.
4. It was confirmed that Kerry Donaldson would be responsible for monitoring the PPG email inbox. All patient feedback, comments and ideas will be circulated and collated for discussion at the next PPG meeting. Any feedback received which is felt by Kerry or Steve, needs more urgent discussion, will be brought to the attention of the whole PPG.
5. PPG Patient members expressed an interest in developing a deeper understanding of the services the Practice provides and those it doesn't (or isn't allowed to) and why that is the case. It was agreed that **Dr Hamish Shearer** and Mark Grandison would deliver a presentation to the PPG at the next meeting to outline the range of services provided and background to why some services, which previously would have been provided locally, have been centralised. This will be an agenda item at the next

meeting.

6. There was a discussion around the new website which is now live. The Practice is keen to ensure that patients understand the new website is very much “work in progress” and is not the finished article. Patient members identified a number of issues which they themselves had come across whilst reviewing the new site and the Practice will take those on board over the coming weeks and months.
7. The meeting closed at 8.55pm with the date of the next meeting agreed for 22nd May 2024.

Minutes prepared by: Steve Billingham & Kerry Donaldson