

	<p>SPA SURGERY PPG AGENDA & MINUTES 14th NOVEMBER 2023 5.00-7.00pm. MOWBRAY SQUARE</p>
1	<p>Welcome, Introductions Apologies & Declaration of interests <u>Apologies:</u> Finlay Hewson, Chrissie Holmes. <u>Patient Members:</u> Chris Brackley, Alison Hill, Ahmed Hassan, Chris Dunn, Susan Whyte, David Cage, Pam Dight, Ashley Green, Neil Gabriel, Jo Farragher. <u>Practice Attendees/Members:</u> Sian Greenwood, Clare Hedges, Mike Drew</p>
2	<p>Approval of August Meeting Minutes & Actions Points Approved</p>
3	<p>*Practice Up-date See attached document</p>
4	<p>Survey Results & Proposed Action/Activity 4 top concerns:</p> <ul style="list-style-type: none"> • Provision of a reasonable choice of clinician/time etc • Quick and easy communication with the surgery • Creation of a smooth experience • Understanding of website <p>Should the practice provide the response having been provided this information? Feedback is welcomed by the practice from patients and their extended networks:</p> <ul style="list-style-type: none"> • What works well, what works less well for individual members? • Ask other users what their experience is • ACTION: Members to gather and collate feedback on the above top concerns. • ACTION: Members to inform Chris Brackley of their particular interest(s) and to feedback the information gathered to Chris Brackley via e-mail, or however is most comfortable. DEADLINE: 30th November.
5	<p>Ratification of Deputy Chair Agreed</p>
6	<p>Healthwatch North Yorkshire (Presentation & Discussion) Postponed until next in person meeting</p>
7	<p>Steering Group</p>

	It was agreed to hold a 'Zoom Up-date' meeting before the next Face to Face meeting in order to maintain the momentum of the PPG and to monitor progress and results. All would be invited to attend. CB to arrange
8	Zoom Update meeting for PPG members - 11th December 10.00am. Next Meeting Face- to- Face Wednesday March 6th, 5.00-7.00 pm, Spa Surgery