**PPG Meeting**

26th July 2022

Attendees:

BB DH SM AT MJ

Agenda &minutes:

1. Minutes from last meeting - all agreed
2. Phone system – feedback – no further issues
3. Patient survey for EAS – survery reworded. May be of benefit to add additional questions abodut RDHG. PPG happy for me to forward email addresses to PCN manager.
4. GP survey – MORI- RDHG doing well compared to local practices and nationally.
5. How to increase patient engagement with LTC reviews. – Campaigns the surgery/social media. Engagement with pharmacies
6. BB – NAPP monthly reviews. – deferred.
7. GP photos in reception need updating – this is on the list. With staff consent we may also include the wider team.
8. PPG where signage in refurbished Desborough should go.
9. On line access – patients should have full access to medical records from Nov 2022
10. PPG thanked RDHG for contacting vulnerable patients through the heatwave