



PPG Steering Group Meeting Minutes 23rd May 2023 7 – 9pm

Attendees – Dr Kevin Barrett (GP Partner), Catherine Garibaldi (Practice Manager), Sharon Taylor, Reception Team Lead) New Road Surgery, Jan Fallon, Trevor Jenkins, Angela Wells

Apologies – Carole Eker

Agreed minutes of last meeting 12/9/2022 – see new PPG area of new website

Practice update

Dr Kevin Barrett & Cath Garibaldi- New Road Surgery, presentation – including

- Team changes
- Sarratt – ongoing plans – recruitment for a new receptionist/dispenser – consider best way to communicate to Sarratt patients – website, signs in surgery and village shop, texts or letters to dispensing patients.
- Demand, Capacity and Access



2023 05 23 NRS
Patient Participation

See slide dec

NHS Hertfordshire and West Essex ICB Update

PPG Management

Need to nominate PPG roles but can't be done with so few PPG meeting attendees.

Make a dedicated Patient Participation Group noticeboard with information leaflets in the waiting room and flyers at the reception desk.

Reception to ask patients who are giving feedback and send texts, update right hand side of prescriptions, appointment reminders and phone messages.

Ask library and other local establishments to put up signs, consider My Croxley again.

It was noted that participants may be wary of coming forward if they are worried about the work involved in being in the PPG so to make information available about what is involved.

PPG Goals and Objectives 2023 – the main objective for 2023 is to get more people involved in the PPG. Once this has been achieved and PPG chairperson and secretary have been appointed then new PPG can formulate additional objectives.

Action Log

Date of Next Meeting: 19th September 2023

Recruit more PPG members including Chair/vice-chair and secretary roles.

