

**PPG Meeting 17 April 2024**

Those present from Townsend House: Claire, Tony, Dr Daniels and from the PPG: Val, Lorraine, Roger, Norah, Linda, Joan

Apologies: Carole, Judy, Linda, Joan

1. **Appointment of Chairperson**

* Claire had requested that PPG attendees nominate a chairperson and Roger had contacted Claire to put himself forward for the role.
* Norah proposed and Val seconded the nomination and Roger is now our elected chair.
* It was agreed that Claire would meet with Roger after the meeting to agree some actions for the PPG which can be started prior to the next meeting.

1. **Talk by Dr Daniels**

* Dr Daniels gave a comprehensive summary of the work being undertaken by Townsend House currently and also the many projects that we are currently involved with.
* He provided some statistics showing that we are in the top 10% of surgeries in Devon in terms of the access that we provide for patients.
* We discussed the difficulties of ensuring that patients have a good understanding of the challenges facing primary care, particularly relating to funding and demand.
* One of the biggest challenges for the practice is to ensure that all of our patients have equal access to appointments, particularly due to the age of our patient population and the fact that many patients rely on us to provide telephone and in person services rather than digital contact with the practice. and how we provide safe and effective access to care for our patients

1. **Review of the Spring newsletter**

* The newsletter had been circulated prior to the meeting and some comments on the content had already been received. The newsletter focuses on the need to recruit additional PPG members to join the committee and identifies the key roles of the PPG. To support this we will have a PPG noticeboard in the waiting room and a more comprehensive PPG section on our website.
* Claire thanked PPG members for their excellent work distributing the newsletter and asked everyone to consider as many possible locations locally where this can be circulated as a way to improve communication about the surgery.
* Dr Daniels also agreed to give his talk to the U3A to help to improve communication within the local community about the challenges and changes in primary care.

**Date and time of the next meeting; Wednesday 10th July 6pm**