

**Patient Participation Group Meeting  
Ariel Healthcare  
Minutes of Meeting**

<b>Location - St Mary's site</b>	<b>Date: 8th February 2024</b>
<b>Staff Present</b>	<b>PPG Members Present</b>
none	David Crozier, Roy Harkness, Karen Henning, Tracy Richards, Holly Richards, Kate Forsyth Virtual - Sandra Brocklehurst, Julie Stefano, Sue Pargeter, Richard Bridger
Apologies - Jeanette O'Dwyer, Pauline Laughton, Alison Patuck, Paul Brice-Bullows	

- Minutes proposed and seconded.
- Matters arising from last meeting - Ben shared notes prior to meeting to address these and no matters raised.
- Drs on the web-site was raised and it was queried whether these are full-time or part-time. Drs are actually recruited on how many sessions they will work in practice.

A.O.B.

- It was discussed that it is difficult to deal with historic problems with the practices. Ariel Health has addressed a lot of problems over the last year and is making great strides forwards.
- Sue raised a point about trying to get in touch with the practice for an elderly neighbour - Ben to investigate this directly.
- Ariel Health has received a grant and they are putting a 100 inch screen into St Mary's Stie to make it easier for patients to read. It was also discussed if the monthly statistics could be shown on this.
- There will also be a patient pod put into St Mary's Site - similar to the one at Essex House that can record blood pressure, weight etc.
- The statistical figures should be available in practices for patients to look at and also for our monthly meetings to analyse.
- Would it be possible that if you do cancel an appointment that you get an automated reply back either text, email to confirm.
- A leaflet was given out to a patient that was up to date - can these be checked.
- Can PPG members that have had no contact or attended meetings be removed from the list of members. Then a new recruitment drive made for new members.

- Sue raised a point about having a bench outside the St Mary's practice. Roy is in discussion with Laura and Ben about this.
- A positive comment was made about how caring the staff were when a PPG member felt faint. It was mentioned that the staff were amazing and so reassuring.

Please forward any agenda items to K Henning before Monday 11th March.

**Next meeting Thursday 14th March 2024 at 6.40pm for 7pm start.**