**Mosborough Health Centre**

**PPG Group Meeting 17/10/23**

**Present:**

Dr Olivia Liddle, Bridgette Guest, Caroline Oakley, Caroline Hamilton, AG, JC, DN, SP, Medical student.

**Apologies:**

GM, JS, JP, JB, MJ

**Welcome**

Bridgette welcomed everyone to the meeting.

**Update on Telephone System**

Positive feedback received on the new cloud-based telephone system, especially regarding the call back system.

**Hero for Health**

A GP and A&E consultant in attendance for a weekly walk commencing from the surgery every Tuesday @ 10am. Any mobility can join, patients from other surgeries are welcome. Members of Mosborough staff have been on the walks and given positive feedback. There is Health Coaching and a 12week cookery course for Diabetic patients.

**Newsletter**

JC feels important communication is effective. JC and SP happy to be responsible for content. BG cutting down working hours, Caroline H to join future meetings and happy to liaise on the newsletter. OL to contribute to items. To start in January ’24. Distributed with the help of PPG 3x yearly.

Ideas suggested for content:

Staff profiles/ Communication/ Available Services/ Health & Well-being in Community/ Patient Group/ Focus on age groups Elderly, Children etc./ Medical short bite info.

**Updating of Website/Facebook**

OL stated Patient engagement is the key!

Aim to be more active on social media platforms.

Promoting services like mental health etc. Practice Policies for private referral etc. Patient surveys. NHS app.

Google reviews, we are actively sending text messages for anyone who would like to give a review.

**Next meeting Tuesday 13th February @ 1.45pm**