

# ROXBOURNE MEDICAL CENTRE

## OPEN FORUM MINUTES

HELD ON

**23<sup>RD</sup> OF MAY 2023 IN THE PRACTICE**

**Present (PPG Committee Members):** SD (Chair), JM, A-MW, KM

**Present (RMC staff):** Pratibha Kumar (PK) and Federica Leonardi (FL)

**Patient population attendance:** 36 patients attended

**Apologies:** NS

Item	Outcome	Action
<b>Open Forum</b>	<ul style="list-style-type: none"> <li>PPG committee members introduced themselves and explained to attendees what the PPG is and what it does</li> <li>Overall response from patient has been very positive and few patients expressed their interest to join the committee</li> <li>Examples of certain issues that can be address via the PPS were given, such as Patches, patients education on how the practice works and sharing of practice reports with patients</li> <li>PPG members reiterated that this was not to be a forum for complaints and advised patients not to share any medical concerns they might have via the PPG email address as not monitored by RMC staff</li> <li>PPG members informed patients that a secretary will need to be elected and once the committee will be at full capacity to consider re-election for the chair of the committee if members wish to do so</li> <li>Once committee has been fully established, the terms of references will need to be reviewed and approved</li> <li>RMC to upload the minutes of the PPG minutes on the website for everyone to access</li> <li>RMC is extremely grateful for the wide attendance and hopes the PPG committee will grow to soon work together with the practice to improve the service and patients experience</li> </ul>	
<b>Future Meetings</b>	<ul style="list-style-type: none"> <li>Next PPG committee meeting set on 13/06/2023 at 6:30pm at the practice</li> <li>Patients to email the PPG email address to express their interest of joining the committee</li> </ul>	
<b>PPG COMMITTEE MEETING ON 13<sup>th</sup> JUNE 2023 AT 6.30PM AT THE ROXBOURNE MEDICAL CENTRE.</b>		