

	<p>External Representative - SK</p> <p>Patient Experience - SP</p>	
<p>Events</p> <p>Radlett Festival</p>	<p>A stall had been arranged for the festival on 26th June.</p> <p>Ways of attracting attendees to the stall was discussed. The Events working group would meet to plan this.</p> <p>LD offered the meeting room at the Red House for these meetings.</p> <p>NS suggested a presence at the Shenley Apple Festival in October as it would be too short notice for the Shenley June Fete this year.</p>	
<p>Communication</p> <p>Around Radlett</p> <p>Newsletter</p> <p>Noticeboards</p> <p>Social Media</p>	<p>SN had placed an article about the new group.</p> <p>NS suggested an item in the Shenley Parish News.</p> <p>Discussion took place on the benefits of producing a newsletter including ways of disseminating this, i.e. at the local pharmacies, with prescriptions etc.</p> <p>It was noted that administrative support would be provided from the practice where needed.</p> <p>It was agreed that noticeboards would be erected at each site and the names of the PPG members would be displayed. Information would also be added to the PPG section of the website.</p> <p>Methods of communication via social media, facebook, twitter etc was raised. It was felt that although it would appeal to many patients and possibly encourage younger people to take an interest, there were issues surrounding the moderation as well as being potentially time consuming.</p> <p>Ways to engage the younger patients was discussed. KS advised that there was a Hertsmere Young Peoples Ambassador and would identify who this was.</p> <p>LD confirmed that the group could add any items to the PPG section of the website.</p>	<p>CO/NS to meet with LD and Gemma at the surgery</p> <p>AC to organise noticeboards</p> <p>KS to identify the Young Peoples Ambassador</p>
<p>Current Issues</p>	<p>A current matter concerning the Shenley practice was discussed.</p>	
<p>AOB</p> <p>Declaration of Interests</p> <p>Chairs in RH waiting room</p>	<p>It was felt that Declaration of Interest be added to the agenda and raised at the start of each meeting.</p> <p>The higher chairs with arms had been removed due to wear and tear and it was felt that these were missed by patients who struggled with the lower chairs. AC had been looking into this and trying to source chairs with varying heights etc.</p>	<p>AC to identify and order suitable chairs</p>

<p>NHS email</p> <p>RH Waiting Room</p>	<p>JL asked whether email could be for passing messages to the Doctors. The generic email for all three sites was confirmed as redhousegroup@nhs.net</p> <p>There had been several comments on the clinical appearance of RH since the refurbishment in comparison to the old décor. LD advised that the Radlett Art Society had been contacted about displaying some of their art work and was awaiting a response.</p>	
<p>DONM</p>	<p>It was felt that Wednesdays at 11.30 would suit the group and also enable Dr Ingram to attend more often.</p>	<p>LD to check MJI's availability and suggest dates</p>