

The Castle Practice
Patient Participation Group
Minutes of a meeting held on Tuesday 13th February 2024

1. Present
Ted Richards (chair) , Elizabeth Perkins, Doreen Pearce, Julie Hemlin, John Hookway, Malcolm Luckman, Dr Negargar, Faye Anderson

2. Apologies - none received

3. Items discussed
 - a) Medication quality obtained from pharmacies – Mr Luckman discussed findings after speaking to pharmacists, Dr Negargar confirmed authorities in place to ensure safety of the majority of medication
 - b) Mr Hookway discussed scam emails and the use of apps practice website opens up Systemonline, not Airmid, Faye to speak to IT dept for clarification
 - c) Mr Luckman asked to discuss F2F/tel consultations/video consultations

4. Items to be actioned/A.O.B.
Faye to speak to I.T Dept for posters for online access – step by step guide on how to use apps to access medical records, test results, medication and appointments.
Newsletter items to promote measles vaccinations and advertise PPG Meetings

- The meeting closed at 2 pm

5. Date of next meeting will be Tuesday 9th April at 1pm