Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 29.11.23**

**Present:**

Emma Wilson Riverside Medical Centre

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Dorothy Coomber Apologies

Sylvia Megson Apologies

Joyce Swindlehurst PPG Chair

Kath Brooks Patient Representative

June Price Patient Representative

Denise Chippendale Patient Representative

Lilian Ashman Apologies

Patricia Burgess Patient Representative

**Matters Arising**

* **Minutes of last meeting**

Group agreed they are a true reflection.

* **Website**

We used this meeting to review the Practice website. We reviewed the content and discussed ways it could be improved.

It was agreed that the appointment information needed to be updated so that it was clear how patients could make appointments. We also updated the clinics page and moved the link for online consultations (PATCHS) to the top of the home page to make it easier to find.

The group agreed that all the information on the website was necessary and should remain but we made some improvements to the wording and layout of some of the pages. At the end the group were happy and we will discuss again in a future meeting once we have some data from the digital team about how the website is being used.

**Next meeting Wednesday 21st February at 1pm but changed to Wednesday 28th February @ 1pm.**