**Minutes of the PPG meeting at Valley View held on Wednesday 13th March 2019**

**Present** Patient PPG Zafar Iqbal, Rukhsana Bibi, Shahada Adeeb, Shabana Kamran Joan Tracy and Falak Ahmed,  Ali Khan and Arafa Ahmed

**Staff:**  Uzma Ahmed (Practice Manager) Farhana Younis (PEL)

Final meeting to discuss action and demand plans for 2018/19 and what we have achieved from this:

Uzma thanked and congratulated the entire group for all their hard work the previous year for their hard work and commitment setting up self-care events, stalls promoting and organising activities, coffee morning, knit and knatter groups not just for patients but for the wider community and working closely with other practice PELS.

Women zone and the work PPG have done with them have been great with good outcome. Exercise classes for Pilates are very well attended and we have new people signing up to this on weekly basis.

English classes have been a success.

In general the support PPG group are giving and encouraging people to attend especially those who find it difficult to leave the house have been attending these classes and groups.

As far as the action and demand plans go we have achieved promoting care navigation really well to our patients and the display work has been fantastic. We have had no concerns or complaints around care navigation from patients and seem it is understood very well.

Self-care events around ORCHA and evergreen we need to concentrate more on this year as this needs to be promoted more, this will be ongoing task for 2019.

Joan to sign off action plans for Uzma