**A summary of the March 2022 Making a Difference Event – Zoom: 31/03/2022**

* **New Office Manager:** Katie introduced herself as new Office Manager. She wants the Whitehouse Centre to be the best it can be and wants to listen to patients’ ideas and comments.
* **Update on previous ideas:** It is important that patients continue to have correct and easy to understand information about Covid 19 vaccinations. Information can help us make confident choices. Easy Read information about the vaccinations was sent to the Whitehouse team last year to share with patients. **Action:** Jo from the Engagement Team will find the newest NHS version and send again.
* **Surgery Pod:** There is new equipment in the Whitehouse Centre waiting room. It is called the Surgery Pod. Patients can weigh themselves and check their blood pressure without needing an appointment. Feedback about the Whitehouse Centre can also be left in different languages. Whitehouse Volunteers will be returning in May. They will help teach patients how to use the Surgery Pod. **Action:** Photos/video are needed to help patients understand what the Surgery Pod does.
* **Whitehouse Centre update:** Covid 19 has not gone away! Patients and staff still need to wear masks in health centres and clinics. Appointments are now mostly face to face. Some appointments may be over the telephone.
* **Social media:** The team are planning to start sharing information on social media soon. Not all patients use social media. The information will always be shared in other ways too.
* **Drop-in sessions for Covid 19 vaccinations:**  **Every Tuesday 12:00 – 2:00pm at the Whitehouse Centre**. For anyone – people who are Whitehouse patients, and people who are not Whitehouse patients. Vaccinations are also done at the John Smith’s stadium and at some Pharmacies.
* **Making a Difference Events**: The Whitehouse Centre are planning to hold some face-to-face events, focusing on different languages and invite a translator. These events will give patients an opportunity to tell us what the Whitehouse team are getting right and what could be done differently. The events will also give people a chance to meet others and have some fun! Ideas so far include craft session for parents and young children and planting/sowing seeds to take home. **Action:** to consider what health messages can be shared at these events; to consider what should be provided to thank people for coming. Take home bags with free items such as toiletries, food, health advice/information? Vouchers?
* **Zoom**: Jo offered to continue with Zoom calls 4 times a year too, so that patients can join these to discuss the Whitehouse Centre if they prefer this method. It was suggested that these zoom calls could also include craft/activities. **Action:** Jo to seek advice from Give a Few Words on this approach.