

## Patient Participation Group Meeting Minutes

Held at 2:30pm on Thursday 18<sup>th</sup> October 2017

<b>Staff Present:</b> Julia Gray, Dr Tom Coulthard, Jonathan McCutcheon		
<b>Patient Representatives:</b> Ann Lamb, Iris Cox, Vera Robson, Ursula Hall, Marta Josephs, Theresa Craig, Margaret Tiesdeill		
<b>Apologies –</b> Joyce White, Mary McCabe, Dawn Fisher, Lisa Hopper		
<b>PPG Agenda</b>		
Item	Notes	Action Points
Minutes of the previous meeting	All agreed as accurate	
PPG Terms of Reference/Contract	Copies to be sent out to new attendees for reading and signing.	
Allotment	Progression is moving slowly, meeting for future plans to be arranged	JG will keep the PPG up to date with progress
On-Line Booking Reminders	Has been reported to software company	JMc will inform of progress
Accounts Review/ Café Money Investments	Mrs Lamb gave a breakdown of the total income and expenditure from the café funds. Ann and Vera are continue to do an excellent job running the café . Advertising for help will be put up in the surgery and on the internet.	Julia will organise posters etc
PPG Advertising	New members have attended the PPG today	
Time/frequency of meetings	Meetings to be held every three months. All agreed for a later time at the next session to see if all members can attend	
Patient Survey	Ann had put together a comparison between surgeries to see how the surgery is doing both locally and nationally	GPAQ survey at Benfield to be collated and results discussed at next meeting
YOC	Dr Coulthard explained the concept behind the Year of care and how we are implementing this at our practice. Feedback regarding the covering letter and format of results sent out will be discussed at the next PPG meeting to help improve the service.	Review at next meeting
Patient Public Carer Engagement Form	Ann updated the group on the new format of these meetings and what was discussed at the last meeting- ambulance service and A&E problems	
Next Meeting	Wednesday 24 <sup>th</sup> January 2018 5pm	