

Monday 12/10/15

PPG Meeting Attendees

A C -Chair

J K Admin staff member

Aim of Meeting

To discuss the way forward

Topics Discussed.

JK explained that AC Practice Manager was currently on long term sickness absence

He explained that he had been 'put in charge' of future meetings until she returned.

AC explained that one reason for no meetings since July was that the patients were 'more than happy with the service' and no new issues had been raised

She and the other members were aware of the new Unplanned Care Agenda and were supportive of this. There were no other current relevant issues to discuss she felt.

JK enquired about previous meeting minutes as we could not find them on the Practice 'L' Drive, where they should have been stored. He was hopeful that AC had also kept copies.

AC confirmed that the practice kept and stored all relevant meeting minutes and that she and the other members were not given copies of minutes to keep.

JK assured her that future meeting minutes would be available to all members.

AC agreed to sit in the waiting area for a couple of hours to 'canvass' patients on any issues they would like addressing.

This was completed and Angela reported back that the patients she talked to were 'happy with the service' and had no new issues to raise.

It was agreed that Jk would contact AC in the New Year (if Practice Manager remained on leave) and he would arrange a meeting of the full PPG team to discuss the way forward.