

PATIENT PARTICIPATION GROUP MINUTES

07th March 2018 at 16:30

Attendees: SS, LF, GC, RC, LM, JM, BO, JO'L, JB, JD, DM

Apologies: SP

Chair: Tania Burrows

Note taker: TB

	Topic	Actions
1.	Welcome and Introductions and Apologies Ground rules discussed, confidentiality agreements signed and terms of reference read through and signed by new members.	
2.	Review of previous minutes Discussed previous minutes and agreed.	
3.	Practice Leaflet We read through existing practice leaflet and made a start on devising new and improved version. It was agreed that we would continue working on it over the next few meetings as it will take time to compile all of the necessary items that we think may need to be included.	PPG/TB
4	Appointments Discussed reception signposting to other areas once no appointments left for that day, options available Prime Ministers Challenge Fund, after the surgery closes Shropdoc.	
5	Registrations It was discussed about closing the list and not taking on any more patients, we explained that we cannot close our lists and we are still taking patients on. The registration process takes 48 hours for patients to be fully registered.	
6.	Number Machine It was suggested that we could have a number machine, so that when patients arrive they can take a number and sit down until there number is called this would stop people having to queue up outside.	TB

10	AOB Tania thanked everyone for attending the meeting and input.	
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