

## PATIENT PARTICIPATION GROUP MINUTES

16<sup>th</sup> May 2018 at 16:00

**Attendees:** DM, JD, GC, RC

**Apologies:**

**Chair:** Tania Burrows

**Note taker:** TB

	Topic	Actions
1.	<b>Welcome and Introductions and Apologies</b>	
2.	<b>Review of previous minutes</b> Discussed previous minutes and agreed.	
3.	<b>Mjog/Patient Feedback</b> Discussed patient feedback and friends and family data – in the month of April 68% of our patients would recommend our practice.	
4	<b>Ticket System</b> Discussed new ticket system suggested by PPG in previous meeting and how we had implemented system and that it was running efficiently and is helping to streamline the queues and patients waiting times.	
5	<b>CCG Meeting and Councillors</b> One of the partners attended the CCG meeting with the councillors and received very positive feedback on the new systems that have been implemented. The partners met with Councillor Angela McClements (Arleston) and talked through all of the changes in the practice and have advised Councillor McClements to advise patients in her borough to use the website to keep up to date with changes.	
6.	<b>Uniforms</b> All reception and admin staff are having a new uniform, the PPG were shown the new uniform.	

<b>10</b>	<b>AOB</b> Tania thanked everyone for attending the meeting and input.  The date for the next meeting is 20/06/18 at 16:00	
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