

## MINUTES PPG HELD ON 24<sup>th</sup> JUNE 2019

### IN ATTENDANCE:

ASP

MS

ATTENDANCE SHEET

### APOLOGIES:

Please see attendance sheet

#### 1. Dr Patel welcomed the group.

Minutes from last meeting agreed. Apologies noted for this meeting.

##### a) Actions taken:

Role of PPG – discussion and explanations

- Agreed figure of 30 within the group and 12 active members period of 24 months duration
- If we have another away day invite two members of the PPG
- Suggest we put up posters asking patients: do you know how to make a complaint? Do you know what 'EPS' means and relates too?

#### 2. Update on practice by Dr Patel:

a) Collaborative working – Community Team/Local Authority

b) Wentworth collaborative working with Woodlands Medical Centre – Dr Patel discussed the back office plan.

Ensure we always have someone at front desk with a back up if busy – someone to come forward

c) CQC changes – Dr Patel explained that this could now move to a telephone visit in the future.

Possibility of a new reception manager if we work back office collaboratively with Woodlands this is something which may benefit both practices and any future add on practices into the collaboration.

d) Networks have issued information that this may come back through network coverage details to be confirmed.

e) Our newsletter and its inclusion of the PPG also inviting them to come on board.

f) AIS leaflets will be distributed from NHSE

g) Patient survey on our flu day? For discussion at next meeting

**NEXT MEETING RESCHEDULED FOR MONDAY 23<sup>RD</sup> SEPTEMBER 2019 @ 6:15pm.**