**PATIENT PARTICIPATION GROUP**

**FRIDAY 13TH JUNE 2014**

Minutes of the last meeting were read and agreed as a true and accurate

The New Senior Partner, and partner were introduce to the group and it was explained that the old Senior Partner had retired and now working as a salaried GP 3 days a week.

The Group were asked if they had heard of NHS Choices, and no one had. It was explained to the group what they were, and that patients could leave comments about the surgery. Some comments were passed around for the group to read. Most of the complaints were regarding appointments, but members of the group said that surveys said that the surgery was ok. The Practice Manager explained the complaints procedure our surgery follows.

One member of the group discussed the Networking meeting he had attended, and also the agenda for the next meeting. It was agreed to advertise for new members and a form had been devised for patient to complete if they wanted to enquire about joining the group.

It was again discussed about the call in system for patients. All GP`s agreed that they did not mind fetching patients themselves and had good feedback from patient regarding this.

Newsletter had not yet happened and it was agreed that this would be looked into and to try and get it up and running as soon as possible. Also the leaflet holder had not yet arrived, and the Practice Manager told the group she would look into this.

Pharmacies ordering medication for patients were discussed and after consultation with Medicine Management for CCG a new system was introduced, with patients having various ways of ordering medication.

It was agreed that PPG meeting would be quarterly and held one month after the Networking meetings so the group could update us on this.

Next Meeting will be Friday 8th August 2015