**PATIENT PARTICIPATION GROUP**

**MEETING 8TH JULY 2014**

Minutes of the last meeting were distributed, read and discussed. It was agreed that they were true and accurate.

Television system was discussed as a way of calling patients in to see doctors, . Doctors are fetching patients themselves and patients seem to like this personal touch.

It was also asked about a newsletter being published. It was explained surgery going through so many changes at the moment with one GP retiring and new salaried GP`s starting, the newsletter would be sorted later in the year. Leaflet holders for the waiting room were discussed, but we are still waiting for this as at present they are out of stock

Appointments were discussed and the group said they seem to be working ok. We now had 4 lines into the surgery with reception staff answering these. It was also explained about emergency appointments, booking in advance, and online booking .The group asked if there were any further problems with receptionist. Practice Manager told the group she had received no further complaints.

Rotherham PPG meeting was discussed and the next meeting is regarding mental health, and draft terms of reference, and 2 members of our group will be attending.

Flu clinic is to be held on Saturday 11th October with 2 GP`s and 2 nurses. The PPG group decided to attend this to promote the group and ask patients for feedback of what they do, and also to try and acquire new members.

There was no other business

Next Meeting is Friday 17th October 2014