



Patient Participation Group

- Website: www.meneagesurgery.com/ppg
- Email: ppg@meneagesurgery.com

Minutes of Meeting

20th July 2016

		Actions
1	Present: Linda Granger LG, Sue Swift SS, Karen Ivey KI, Daniel Browning DB, John Wherry JW	
2	Apologies: none received	
3	Agree previous minutes: 25 th May 2016 signed as true record	
4	Matters Arising: <ul style="list-style-type: none"> • Discussion regarding perceived lack of interest in the PPG. It is felt that because there are no issues for complaint patients do not feel the need to join the PPG. The PPG request that LG feeds back to staff that they are good and the practice works well. • SS has met the new Nurse who is lovely 	LG
5	Update from the Practice: <ul style="list-style-type: none"> • Phone system – further scoping the replacement system • Queried wording on prescriptions* • Concern regarding possible errors in dispensing process 	*LG to follow up
6	Correspondence: None received	
7	AOB: <ul style="list-style-type: none"> • 2 more public access defibrillators are to be installed outside Meneage Dental and Halls Pharmacy • News story about patients being taken off GP list if haven't visited surgery – NHS England will write to people twice before removal 	
8	Dates of future meetings: 14 th September (Wednesday) 2016, 6:30pm 23 rd November (Wednesday) <p style="text-align: center;">All patients welcome to attend</p>	
9	Meeting closed 7:30pm	