

## **MINUTES OF PATIENT PARTICIPATION GROUP MEETING- THURSDAY NOVEMBER 15<sup>TH</sup> 2012**

Apologies were received from: Mrs KW, Mrs MMA, Mrs GB, Mr MR.

Those attending: Mtrs MN, Mrs SB, Mrs AC, Mrs LI. Dr T Baylis, Annette O'Toole and Irene Perry.

Minutes of previous meeting.

The meeting was informed of the resignation of the Chair and member of the Patient Group ( Mr SB)

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### **Matters Arising**

Four members of the group attended together with three members of staff. Due to the absence of attendees, the meeting decided to nominate a chairperson and secretary at the next meeting and continue with an informal meeting.

### **Appointments/ Feedback / Website**

Mrs LI had requested at a previous meeting that the opinions of other surgeries regarding the online booking of appointments be sought. AO advised that she had contacted three practices in the area who gave their opinions and feedback. The pros and cons of the subject were discussed. For future consideration and feasibility.

### **Newsletter**

The practice asked for views of the quarterly practice newsletter. Mrs MC, gave various suggestions and possible design ideas and topics for inclusion.

### **AOB**

Mrs SB asked for suggestions to take to a Locality Link Meeting which she would be attending on November 23<sup>rd</sup>.

Other topics briefly discussed:

CQC

Private referrals and services

Walk in Centres

Savings needed in the NHS. / £20 million

The quality of services

The next meeting was arranged for Thursday February 21<sup>st</sup> 2013 at 7pm