

**PPG Minutes**

**Date:-** 26.7.2019

**Attendees:-** David Coyne, Rita Coyne, Brian Eastwood, Louise Rayward, Dorothy Wilson

Bruno Rushworth – GP Partner, Jess Drinkwater - GP,

Kay Harvey – Practice Operational Lead, Tracy Wild –

**Apologies:-**

\*Action Points

|  |  |  |
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|  | **Item** | **Lead** |
| **1** | **MINUTES LAST MEETING** |  |
|  | n/a |  |
| **2** | **Introductions** |  |
|  | Name badges and introductions made. Welcome and thank you to everyone who has attended. | JD/BR |
| **3** | **Ground Rules** |  |
|  | * Work together to deliver results as a group * Provide constructive feedback on a range of issues * Aim to improve the experience and care for the whole practice population * Listen respectfully * Maintain confidentiality * Agree that all views are valid – difference of opinions will happen * Treat all members equally as individuals * Support each other * Have fun * Keep to a timetable – start and finish on time |  |
| **4** | **Group Name** |  |
|  | Group asked to think about a name for the next meeting. | JD |
| **5** | **Schedule of Meetings** |  |
|  | Agreed to set meetings every 2 months. | Group |
| **6** | **Areas to work on** |  |
|  | * Waiting Area   General opinion that the waiting area could do with improvements. Suggestions made of conducting a patient survey. | Group |
| 8 | **Concerns Raised** |  |
|  | * Medication Campaign   Suggested to run campaign in order to gather useful information to help assist the practice when issuing medication. | Group |
| 7 | **Future Meetings** |  |
|  | Friday 20th September 1.30pm – 2.30pm. | Group |