Abbey Medical Centre Patient Participation Group Minutes held on 10th January 2018 at 6.30pm

**Present:**  Joy Stevenson, Chris Barnatt(Chair), Darren Bailey, Richard Hepple,

Jean Yarnell, Christine Tyldesley, Thelma Hembury, David Cavanagh.

**Apologies:** Sue Mcnab, Gerry Coppel, Debs Smith, Jean Reid.

**Minutes from last meeting: Agreed.**

**Matters arising: discussed later in meeting.**

**PRG Report: attached written by RH.**

**Follow up from Christmas party: Joy said she thought all who attended had a fabulous time, and those who she had spoken to since said they thoroughly enjoyed it, especially those who had not attended an event before. We have subsequently had an anonymous donation to hold a further event, so dates can be discussed at the next meeting, we also raised £25.00 on a raffle which has also gone into the pot for further event.**

**Patient survey: This was supposed to be in February, but Sue informs that it will more than likely be in March, and she will be back from her travels by then and will be contacting you all for help.**

**Mystery Shopper in November: Joy told the group that we had again passed the mystery shopper, with some good feedback on how the phone was answered by the Receptionists and also availability.**

**Advanced Nurse Practitioner feedback: Joy reported that Paula seems to have fitted in well into the surgery, and has had nothing but positive feedback so far from patients who have seen her, she is able to see lots of the minor injuries/ailments and therefore freeing up doctor’s appointments for those that are needed, patients seem very happy to see her.**

**AOB: None**

**Date of next two meetings: Thursday march 15th 1.00pm, and Wednesday May 16th at 6.30pm.**