

**MINUTES**

**Title of Meeting: Patient Participation Group (PPG)**

**Date:** 13<sup>th</sup> March 2013

**Time:** 2.00 – 3.00pm

**Venue:** Health Education Room, Avondale Health Centre

<b>Present:</b>	<b>Practice</b>	<b>Patients</b>
	Marie Bryan	Jill Atkinson Carol Smith Edmund Ainsworth

**Minutes by:** Marie Bryan

Item	Topic	Action By
1	<b><u>Apologies</u></b> Robert Bradley Diana Bradley	
2	<b><u>Minutes from Previous Meeting</u></b>  Agreed as accurate	
3	<b><u>Matters Arising</u></b> All action points had been transferred to the Action Plan	
4	Patient Survey results were distributed to meeting.  The results show a good reflection on our services overall.  Members of the group were asked to go through the survey and identify areas that the practice could focus on for the coming year and bring back to the next meeting.	
5	<b>PPG Action Plan</b>  Please see separate document for updated Action Plan	
6	<b>Any Other Business</b>  One area identified on the survey was the percentage of patients unsure about dental services. One member of the group had cause to use the emergency service recently and the differing procedures at practices are very confusing.	

**A**

**Marie would look into this one for the next meeting**

Bolton One Parking: Parking at the new centre is causing a lot of concern.

**7**

**Next Meeting Date**

**Wednesday 12<sup>th</sup> June , 2 – 3pm Avondale Health Centre,  
Health Education Room**

**MB**