**Minutes of the Patient Participation Group (PPG) Meeting**

**Monday 14th October 2019**

**6.30-7.30pm**

Attendees: Justine Jobson (Practice Manager), Lin Spence (Practice Manager), Michelle Little, Ian Johnston**.**

**Points discussed:**

* Justine welcomed all to the PPG meeting and introduced Ian.
* Unfortunately 4 of the other members could not make the meeting.
* It was confirmed that Ian and Michelle are happy to share emails to liaise together with the group.
* Michelle kindly took the data for the latest patient questionnaire to collate and feedback at the next meeting or email Justine if requested earlier.
* Ian kindly offered to look into other surgeries newsletters for the design and ideas for content and put something together and feedback at the next meeting or email Justine/Lin to distribute earlier if ready.

Suggested content was to promote:

* Extended Hours on Mondays & Wednesdays 7.00am-8.00am
* Online access; prescription ordering and booking appointments
* Flu season; appointments now available
* Looking after Carers; do they have all the help they need?
* Over the counter medicines should be purchased from the pharmacy
* Patient up to date contact details; notifying the surgery of changes
* Justine suggested that the group look at the website and feedback how user friendly this is.

**Next meeting to be held Monday 3rd February 2020 6.30-7.30pm**