

Minutes of the Patient Participation Group (PPG) Meeting

25th January 2017 at Christ Church

Present: Stuart Nagler (Chair) Jeff Land
 Gill Balen Sally Pochin
 Peter Court Dr Michael Ingram
 Alex Evans Lynn Delaney
 Sundera Kumar Ann Chiparo

Apologies: Barbara Hordern, Dr Michael Ingram

Item	Discussion	Action
Declarations of Interest	None raised.	
Minutes of Last Meeting		
CQC Visit	Report still not received.	LD to discuss further with Partners
Car-parking	
Telephone Lines	These issues had been reported to the telephone company who required the exact time and number that had called .../....	
Correction to Previous Minutes	SP wondered whether it would be useful to approach patients in the waiting room to gauge their views on the practice. The group felt this would be beneficial. Should have read 'gauge their views in the waiting room'. The Minutes were approved.	
Working Groups		
Events & Communications		
Patient Experience		
External Representative		
Current Issues		
AOB		
Telephones	GB queried if there was a problem with the phones as had been advised by a patient that they had been cut off.	LD to contact the phone provider to ascertain
DONM	Wednesday 25 th January 2017 at 11.30am.	

