

**Wollaton Park Medical Centre  
PPG Meeting 24 June 2019**

**Present:** Ann, Brenda, Christine, David, Helen, John, Malcolm, Mary and Rosie

**Apologies** Yesmean, Miriam, Dr Parker, Claire Glover

**NOTES**

<b>Agenda Item</b>	<b>Summary of Discussion and Actions</b>	<b>Responsibility</b>
Welcome	Brenda chaired the meeting and explained why neither Yesmean (bereavement) nor Claire (training) could be present.	
Practice update	In Claire's absence deferred until next meeting. There was further discussion of the appointments procedures, not least the wording of some of the messages which came up online. Examples of these might be available at the next meeting.	Malcolm
PPG Business	<p>The coffee morning had taken place before the meeting and Brenda thanked everyone for such a large band of helpers. In contrast to the similar event before Christmas it engaged with far fewer people. In fact there was a conspicuous lack of patients the whole morning. In relation to the event's purposes these comments were made:</p> <ul style="list-style-type: none"> <li>○ Raise awareness of the PPG and invite people to join – there were conversations with several patients</li> <li>○ Listen and capture patients' concerns and feedback about their experiences of using the Wollaton Park Medical Centre – one very positive experience was offered</li> <li>○ Help patients use the self-check –in system – several patients were guided to check in themselves.</li> </ul> <p>Overall it was thought that by chance the wrong date had been chosen, but members' readiness to run similar mornings in future was not affected. It was suggested and agreed that the lanyards should include Christian names.</p>	Brenda
<b>AOB</b>	None	
<b>Next meeting</b>	Mondays 5 August (apologies in advance from Helen, Malcolm and Mary), 16 September, 4 November, 16 December (9.30 for 10.00 for refreshments)	