

Agenda

PATIENT PARTICIPATION GROUP MEETING

[13/12/19 and Time 11 AM]

[Enter location of the PPG meeting to be held]

Attendees:

WA - Chairperson

___ - Vice chairperson

Mrs SH - Secretary

SU KU attendee

Kun L attendee

Non-Attendees:

Mo Ha Apology

No.	Agenda Item	Action
1.	Introductions To discuss: Living Well services & Reception opening hours	To come to the Practice
2.	Apologies Mo HA	1
3.	Minutes from previous meeting 18/11/19 Closer of Surgery closer on Christmas eve and New Year eve. Two letters were given in support. <ul style="list-style-type: none"> • By the president of PPG • Combined letter signed by SU, SKu, Kun Letters are filed in and copies were sent to the commissioning team for approval. This was approved and on these days Surgery time in afternoon was extended up to 2PM. Evening time patients were seen between 1PM – 2PM. All staff was working.	Everyone gave their support
4.	To discuss: <ul style="list-style-type: none"> • Living Well services & Reception opening hours To support people with Psychological & mental health distress into learning new ways of improving psychological & mental wellbeing <ul style="list-style-type: none"> • Reception opening hours: Surgery reception will be housed by receptionist from 8AM – 6.30 PM in the core hours. 	Everyone appreciated both changes

5.	A.O.B:No other business was discussed	
6.	Next scheduled PPG Meeting TBA To be decided	
7.	Meeting at a close	

Please note: Patients, Complaints, Staff or Clinical Matters WILL NOT be discussed at PPG Meetings