

## Agenda

### PATIENT PARTICIPATION GROUP MEETING

**[ Date: 21/02/2020 Time 11 AM ]**  
**[ Dr Kulshrestha's Surgery ]**

**Attendees:**

Su K -

Apology – Vice chairperson

Mrs SH – Secretary

Su KU

KU L

**Non-Attendees:**

WA & Mo Ha \_\_\_\_\_ [Enter name of attendee]

No.	Agenda Item	Action
1.	<b>Introductions</b> <b>To Discuss Changes</b> <b>CQC Review</b>	
2.	<b>Apologies</b> <b>Mr Wa</b> <b>Mo Ha</b>	2
3.	<b>Minutes from previous meeting (13/12/19)</b> <b>To discuss:</b> <ul style="list-style-type: none"> <li>• <b>Living Well services &amp; Reception opening hours</b></li> </ul> <b>To support people with Psychological &amp; mental health distress into learning new ways of improving psychological &amp; mental wellbeing</b> <ul style="list-style-type: none"> <li>• <b>Reception opening hours: Surgery reception will be housed by receptionist from 8AM – 6.30 PM in the core hours.</b></li> </ul>	Supported by PPG
4.	<b>Changes: Surgery opens 8am to 6.30 pm to make appointments and collection of Repeat prescription or any other documents.</b> <b>Surgery consultation time is extended up to 1 pm for morning and afternoon clinic- Monday, Tuesday, Wednesday, Thursday and Friday.</b> <b>Consultation times 8:45 AM – 1PM &amp; Evening Surgery 5PM – 6.30PM No evening surgery on Thursday. Practice is open on Thursday evening up to 6.30PM</b> <b>Surgery Extended hours on Monday and Wednesday in the evening 6:30PM to 7PM.</b>	This information was accepted by the PPG for changes for easiness for the patient to collect their documents or prescriptions later times

	<b>Surgery is closed on weekends and Bank holidays.</b>	convenient to them.
5.	<b>A.O.B: No other business was discussed.</b>	
6.	<b>Next scheduled PPG Meeting TBA To be decided</b>	
7.	<b>Meeting at a close</b>	

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