**PPG**

**Minutes**

Date:- 22.11.2019

Attendees:- Tracy Wild – PPG Champion & Receptionist/Administrator, Narinder

Apologies:- Bruno Rushforth-GP, Kay Harvey – Practice Operational Lead

\*Action Points

|  |  |  |
| --- | --- | --- |
|  | **Item** | **Lead** |
| **1** | **Minutes of last meeting** |  |
|  | To be checked. | Tracy |
| **2** | **Introductions** |  |
|  | Welcome to new participants. | Tracy |
| **3** | **Ground Rules**  | Tracy |
|  | * Work together to deliver results as a group
* Provide constructive feedback on a range of issues
* Aim to improve the experience and care for the whole practice population
* Listen respectfully
* Maintain confidentiality
* Agree that all views are valid – difference of opinions will happen
* Treat all members equally as individuals
* Support each other
* Have fun

Keep to a time – start and finish on time |  |
| **4** | **Linking Leeds** |  |
|  | Linking Leeds – Narinder gave a brief description of her role and the services on offer.  | Narinder |
| **5**. | **Carers**  |  |
|  | Explanation given to the process of registration to enable us to give further support to patients and carers of the practice. | Tracy |
| **6.** | **Out of Hours**  |  |
|  | Members not aware of the out of hour’s service. Maybe an idea to produce leaflets to send out to members. | \*Tracy |
| **7.** | **AOB** |  |
|  | Discussed waiting area regarding decorations. Update members at next meeting that the waiting area will be undergoing decoration and new flooring in the near future. Newsletter feedback – members really liked. Next meeting date – **REARRANGED TO 28.2.2020** | Tracy |