**Ling House Medical Centre**

**Minutes of the first meeting of the Patient Participation Group held on**

**Tuesday June 14th 2011**

**Attendance:** 10 people attended including representation from the practice

Names omitted due to confidentiality rules

Introductions were made.

**Issues raised**

Appointment availability

The number of patients who fail to attend appointments

A patient who was not present at the meeting had a concern regarding how to request an urgent appointment

**Actions to be taken**

The practice will conduct a patient survey, which will include questions on the issues raised.

**Actioned**

It was agreed that the doctors will send out letters to patients who persistently fail to attend their appointments.

**Actioned**

It was agreed that Gillian would send out a practice booklet which includes information about booking urgent appointments to the patient who had concerns.

**Actioned**

Copies of the minutes will be sent to those who attended the meeting and those patients that have expressed an interest in joining the Group.

Invitations to the next meeting will also be sent out to the patients who expressed an interest in attending the first meeting but did not manage to attend.

**The next meeting will be held on Tuesday 16th August at 5.45pm**