**Patient Particiption Group Meeting 27th November 2012**

**Minutes of Meeting**

11 people attended including representation from the practice.

Names omitted due to confidentiality rules

**Apologies None**

Minutes form the last meeting were agreed

**Actions from last meeting**

Name badges are now being worn by all receptionist staff

**From the agenda**

Chair for next meeting Mrs J volunteered to chair the next meeting

G informed the group that the patient survey not yet collated. The results from the survey will be available prior to the next meeting.

**AOB**

It was suggested that it would be helpful if place names for group members could be provided. This will be arranged.

Mrs J mentioned that boxes for comments on the back page of the survey forms were too small; the group also enquired if the survey could be made available in other languages and to include main spoken language as a question.

It was agreed that the points raised regarding the survey have been noted and if possible will be put in place for next year’s survey.

G asked how the group felt about the Choose well campaign to re-direct patients to other services. It was agreed that this would be a good idea to use the promotional materials.

Duty Surgery. A new system to piloted in New Year where by patients are advised to come to surgery and be willing to sit and wait.

HB will invite someone from Link to come to meeting.

HB- Youth Volunteering services, will email details to Gillian

It was agreed for HB to invite the disabled patient interested in joining the group to the meetings.

MY thought it important and requested the CCG (Clinical Commissioning Group) be a regular agenda item. It was agreed that in future an agenda slot will be available for CCG updates to be brought to the meeting.

Date of next meeting 29th January 2013.