MINUTES OF ARBURY ROAD SURGERY – PATIENT PARTICIPATIENT GROUP

MONDAY 13TH NOVEMBER 2017 7PM-8PM

Present:

Wendy, Olga, John, Ann, Judith, Emma and Amanda

Apologies:

Angela Ditchfield, Peter Snow, Tony Nicholas, Dave Allum and Bob Lees

1. Amanda thanked the group for coming. A discussion took place regarding roles going forward. The group felt that Amanda should continue as Chairperson until the group was established. The group would support with minutes on a rotational basis.
2. Emma the Prescription clerk gave an overview of the prescription service at Arbury Road. The group was asked from a patient perspective what would improve the service. All agreed the service was on the whole very good. Emma and Amanda will arrange a display in the practice with information and options for repeat prescriptions. There would also be a generic email set up for the reordering of prescriptions.
3. It was suggested an improvement to the PGP poster to try and encourage new members.
4. Meetings were discussed and those present agreed to alternate the meetings every two months between Tuesdays and Thursdays.

Next Meeting – Thursday 11th January.

**ARBURY ROAD SURGERY – PATIENT PARTICIPATIENT GROUP**

**AGENDA**

**THURSDAY 11TH JANUARY 7PM-8PM**

1. **Welcome, introductions and apologies 5 mins**
2. **Minutes and actions from last meeting 10 mins**
3. **Practice update 10 mins**
4. **Telephone system/messages 20 mins**
5. **AOB 15 mins**

**Date of next meeting to be confirmed**