

Notes of PPG meeting held on Friday 17^h May 2019

In attendance: KS, AC, CR, NB, YC, JB, AC, JH, CM

Apologies: CK, HC

Item	Action
Parking at Ashgate	<ul style="list-style-type: none">• Parking Eye have been in place since 3rd May 2019.• Feedback has been positive and seems to have eliminated unauthorised parking.
Appointments	<ul style="list-style-type: none">• If same day appointments are not available patients are offered the option of going on a list for cancelled appointments.• The list is deleted at the end of the day. The process is repeated each day. This seems to be working well.
Patient Survey	<ul style="list-style-type: none">• Results are now available and will be emailed members for information.• To be discussed at the next meeting.
Test Results	<ul style="list-style-type: none">• It may be useful for patients to have more information given when getting results over the phone.
Terms of Reference	<ul style="list-style-type: none">• The was agreed to continue to have meetings at the Ashgate site.• It has been arranged for members to attend the PPG at Wheatbridge Surgery on Tuesday 23rd July 2019 at 12 noon.
Any other business	<ul style="list-style-type: none">• AC requested information regarding the business structure of the Practice.
Date of next meeting	<ul style="list-style-type: none">• Friday 21st June 2019 at 13.30 to 15.00 at Ashgate.