

<b>Meeting Title</b>	Patient Participation Group Meeting		
<b>Date</b>	09.04.2018	<b>Time</b>	2.00pm
<b>Location</b>	Dr Mahbub's Surgery, Reception area		

<b>Chair</b>	Sabina Begum (Practice Manager) (SB)
<b>Present</b>	PPG MEMBER PPG MEMBER PPG MEMBER PPG MEMBER
<b>Apologies</b>	Mitha Khanam - Secretary

Item	
1	Welcome and apologies
2	Election of New Vice Chair RH will take on the role of Vice Chair Person of PPG as voted by rest of the members. All members would prefer SB to remain in charge of arrangements of meeting and minutes distribution.
3	CQC inspection took place at the surgery on 18.01.2018. Practice received 'GOOD' rating.
4	Waiting List Patients who are not able to get an appointment on the same day are being offered to be put on the waiting list. If we cannot offer same day appointment we will offer an appointment for the next day. Same day Telephone consultations are also being offered to patients.
5	Extended GP Hub. Walsall CCG and Federations have developed a new service to offer extended appointments to patients. This is currently advertised on a poster and practice website. Patients can be seen in various locations.
6	Carers Day – this is still in the process of being arranged.
7	Patient Participation and Liaison Group – Quarterly meetings are being held. PPG members encouraged to attend however due to their own commitments they cannot attend these meeting but happy to come to the surgery meetings.
8	GP Patient Survey – Patients will be receiving GP Patient survey through post. Results should be published in June/July 2018. Once results are published practice will review data to see if any improvements in areas need to be made.

Date of Next Meeting: 13.07.2018