

Meeting Title	Patient Participation Group Meeting		
Date	15.10.2018	Time	2.00pm
Location	Dr Mahbub's Surgery – reception area		

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

Item	
1	Welcome and apologies
2	One You Walsall – Presentation given by Marion Ball regarding services available in Walsall for patients. Patients can self-refer.
3	<p>GP Patient survey results: 406 surveys were sent out to patients 64 surveys were sent back Areas which practice could improve patient experience: 39% of respondents describe their experience of making an appointment as good 44% of respondents satisfied with the type of appointments they were offered 62% of respondents find the receptionists at this GP practice helpful.</p> <p>These results do not reflect all patient experience. NH said all reception staff are very friendly and go out of their way to help patients. Practice will carry out in house survey. NH can come every Tuesday to help patients complete survey to explore these further.</p>
4	<p>Next PPLG Meeting is taking place on 11th December 1:30 – 3:30pm at The Peoples Partnership Centre, Wing Close, Bentley WS2 0LS 12.2018. RH will try to attend however work commitments may not allow her to attend. MB and NH are unable to attend.</p>

Date of Next Meeting: 17.12.2018