

The Chandler Surgery
Patient Participation Group

Meeting Minutes Monday 12th December 2017

Apologies sent today, meeting postponed due to bad weather and meeting re-arranged Jan 18.

Virtual meeting held today between BC, DH, JK NV & DK
Communication method: email

1. **Newsletter:** BC circulated copies of practice winter newsletter, requesting feedback on content and layout. In the last PPG it was suggested that we sent our newsletters via email. After further discussion re: the circulation of the practice newsletter, this would be a time consuming task, but also patients have signed up to online access to book appointments and request medication. However the newsletter can be accessible to all patients via the surgery website, we will also distribute in the waiting areas.

ACTION: BC await PPG feedback on winter newsletter.
ALL: suggestions for spring edition welcome

2. **Support/Network Groups-** DK as promised forwarded BC information leaflets on cancer support groups, held at Leigh Miners Club. BC will print and display in waiting area. As discussed in our last meeting, community link worker could also promote such events.

ACTION: BC to print off leaflets and display in waiting area. To discuss opportunities with community link worker and feedback to PPG.

3. **PPG Recruitment:** BC informed the group we are always keen to recruit new PPG members and extend our PPG membership, as 'the patient voice' we very much value the opinion and views of our patient representatives. BC suggested a dedicated PPG morning- to be discussed in further detail in January.

ACTION:BC, DH, JK, NV- to discuss in next meeting NV ? invite his patients who he feels would interested in becoming a patient representative. BC to design name badges for members for such events

Next meeting to be held January 2018, date and agenda to follow.