**MINUTES OF PPG MEETING AT DOCTORS P L KAUL, S KAUL AND DOCTOR G K GILL**

**Harden Health Centre**

**Harden Road**

**Walsall**

**WS3 1ET**

**23.10.2018**

**ATTENDEES:** Jane Watkiss (Co-ordinator) Charlotte Webb (Practice sister), David Watton, Kathleen Watton,

**APOLOGIES:** Christine Mercer

**MINUTES FROM PREVIOUS MEETING:**

Read and correct

Copies of the FFT’s (Friends and Family) were given to group members

**Health and safety**

**Group members said that it is important that if they see anything around the surgery that could be a risk or cause harm to others they should report it to a member of staff.**

The surgery is in agreement with this.

**Fax Machine**

**Group members said that there is no need for the surgery to have a fax machine as it is costing the practice money and that emails could be used.**

**This will free up the line for other practice business.**

The Gp’s have requested to keep the fax machine at the moment but this will be reviewed on a regular basis.

**Staff**

**Group member said that the service they receive at the surgery is tremendous this is by all staff and the clinicians.**

Group members were thanked for this.

**Notice board**

**Group members were informed that due to clinics running behind when there is an emergency and patients not always being informed that a notice board is put in reception informing patients of this.**

Group members are happy with this

**DATE OF NEXT MEETING:** 29.01.2019. At 1:00pm