**MINUTES: ELM PRACTICE PATIENT PARTICIPATION GROUP**

**DATE: Meeting on Wednesday 14th December 2016**

**PRESENT: MG PM, RK receptionist DSH GP**

**PPG Members: XXXXXXXXXXXXXXXXXXXXXXXXXXXX**

**APOLOGIES: XXXXXXXXXXXXXXXXXXXXXXXXXXXX**

NHS Choices

* Elm Practice encourages patients to leave feedback on NHS Choices website.
* Replies to all comments will be made and published on NHS Choices.
* Elm Practice discusses all feedback at Staff Practice meetings.

Friends and Family

* Elm Practice staff are still working hard to encourage patients to complete Friends and Family Survey
* Elm Practice would appreciate it if any PPG members want to volunteer and handout out surveys to patients
* PPG members said they would like to help out
* We explained to patients that PPG members must not influence or give their opinions when helping patients with surveys

Clinical Commissioning Group Patient Survey

* Practice carried out survey in November 2016
* Survey results will be analyzed by Elm Practice
* Survey results to be discussed at Elm Practice staff meeting
* Feedback will be discussed at next PPG meeting

On-Line Patient Access

* Patients can book their appointments, check their allergy list and order repeat prescriptions on-line.
* Patients can sign-up using the link on the practice website [www.elmpractice](http://www.elmpractice)

Pulse Magazine

* Copy of Pulse Winter 2016 magazine distributed to all group members.
* Copies of magazine left in waiting room.
* Copy of Pulse magazine published on Practice Website.

Christmas Opening Hours

* See Practice website for Elm Practice opening hours during the Christmas holiday.
* Elm Practice website address is:- [www.elmpractice](http://www.elmpractice)

Next Meeting date TBC