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| **PPG Meeting** |

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| **Date** | **Time** | **Location** |
| 08/11/2017 | 12:30-13:30pm | Dunrobin Street Medical Centre |

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| **In attendance** | Shelley Brooker, Janis Johnson, Amanda Hulme, Ross Harrison, Dr Maheepathi, Sati Chand, Bev Thomas |
| **Guests** | Emma & Paula – Memory Clinic |
| **Apologies** | Stuart and Patricia Green, Rita & Geoff Cotton, G Wooliscroft, Ernie Hulme, Mary Snape, Sati Chand, Peter Capper |

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| **No** | **Agenda item** | **Actions** |
| 1 | Minutes of last meeting agreed  All read and agreed |  |
| 2 | GP Q&A Dr Maheepathi  Dr Maheepathi spoke to the patients for 10 minutes. |  |
| 3 | Alzheimer’s talk  Emma & Paula did a talk on Alzheimers and questions and answers everyone felt this talk very beneficial. | Leaflets left with Mandy - Secretary |
| 4 | Care Navigation October Scheme – Dr M Voice message The voice message left by Dr Maheepathi really helping and staff finding patients more willing to tell them the problem.  Shelley & Janis attended a meeting regards this but did not go well at all and were very disappointed feel that the meeting held much too early on in this system being rolled out and also that there should be much more publicity through the media so that patients have a greater understanding of this. |  |
| 5 | DNA  Ross gave out figures of the number of patients that DNA and feel the figure has reduced a little probably due to the fact patient gets more than one text at different times in the run up to their appointment. | Letters and alerts are sent to constant DNA patients. |
| 6 | Change of Opening Hours  This has gone extremely well no problem and no complaints on this. |  |
| 7 | 11th October – Local PPG Meeting Shelley |  |
| 8 | PPG Notice Board  Ross / Mandy to sort out a notice board so that patients aware of minutes of last PPG meeting and date of next one and also enable us to have an idea of how many will attend the next one if they put their name or even comments on the board to be discussed. |  |
| 9 | Designing Your Local Health Care Needs  Ross gave out leaflets to all members to read on this. |  |
| 10 | Supporting Change In General Practice Team (SCGPT) | Waiting for feedback report |
| 11 | Millers Chemist  Not enough members to discuss this fully today. |  |
| 12 | AOB  None |  |
| 13 | PPG Meeting Date  7th February 2018 @ 12:30 |  |