

**Sandy Lane Surgery
Patient Participation Group
Minutes of Meeting 13th May 2013**

[Confidential]

Present:

JT, BM, PO, JC

Apologies: MT, RT, SH, UK

Absent: KF, RM

Minutes of Last Meeting:

The minutes of the meeting held 4th February 2013 were read and agreed.

Matters Arising:

The newsletter is going well and over 100 copies have been produced and distributed within the surgery and outgoing mail.

Printing costs have proved not to be a problem and a patient donation of £40 has assisted with this.

There was a wide ranging discussion related to the Newsletter and it was decided to reduce to two issues per year. John will meet with Jill to prepare for issue 2 for publication in July / August.

Practice Report:

Jill's report covered the change in late night appointments from Mondays to Tuesdays, update of Dr Aghel's new hours, Dr Qureshi's absence. The report also covered the way locums were being used to ease the workload.

Complaints:

A brief discussion took place about the complaints reporting procedure. This to be reported on every meeting

Significant Events:

None reported. This to be reported on every meeting

Any Other Business:

Betty pointed out the difficulties in organising raffles except when the surgery is very busy ie. Flu vaccination days.

Dates of Next Meetings: Monday, 5th August 2013 at 6pm
Monday, 11th November 2013 at 6pm

All papers and discussions are strictly confidential