**MINUTES**

***PPG meeting***

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| **Meeting Date:** | 15th September 2021 | **Meeting Time:** | 1900 |
| **Attendees:** | Many patients plus Liz Richards and Sarah Dowling from the Practice | | |
| **Apologies:** | Many | | |

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|  | **ITEM** | **ISSUE / STATUS / ACTION REQUIRED** | **Responsible** | **Due** |
| 1. | Introductions and Welcome | Liz Richards (LR) welcomed everyone. LR thanked everyone for responding and joining the meeting tonight |  |  |
| 2. | Apologies | Many were received by email |  |  |
| 3. | Minutes of Previous Meeting | n/a |  |  |
| 4. | Actions update | n/a |  |  |
| 5. | Presentation |  |  |  |
| 6. | Discussion points | Parise for the staff at RHC – very understanding and go out of their way to help.  The group took on board the pressure that the surgery was under, better continuity would be more satisfactory for both GP and patient.  Could we make the website clearer about on line booking and explain the appointment system better. | **LR** |  |
| 11. | AOB | We would like to hear your questions so please email [liz.richards7@nhs.net](mailto:liz.richards7@nhs.net) a week before if you would like something discussed at the meeting.  A reminder that the PPG meeting is not the appropriate forum to discuss individual cases/issues. This is not interesting for other attendees. |  |  |
| 12. | Date / time of next meeting | 17th November 2021 1900 |  |  |
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