



The Chestnuts Surgery

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THE CHESTNUTS SURGERY
PATIENT REFERENCE GROUP MEETING
Chair - Mr Iain Sallis

AGENDA

Tuesday 12th July 2016 - The Chestnuts Surgery

1. **PRESENT - RLD**
2. **APOLOGIES - RLD**
3. **MINUTES FROM THE LAST MEETING – ALL**
4. **MATTERS ARISING FROM THE LAST MEETING - ALL**
5. **WELCOMES, FAREWELLS AND THIS MONTH'S REPRESENTATIVE - RLD**

Practice Staff Representative:

- Molly Wilde – Notes and Patient Liaison Officer

6. **DISCUSSION AREAS**

- 6a Local and National Patient Survey Results 2015/2016 – Attached 1
- 6b CQC Visit Update
- 6c Friends and Family / Feedback, Comments, Suggestions – Attached 2
- 6d Missed Appointments – Attached 3
- 6e Access Update
- 6f Patient Education Events – New Thinking – Cost Free – Joint Working
- 6g CCG – PPG Ideas Sharing Group Feedback – Attached 4
- 6h Patient Support Officer & Young Persons Advocate – MW Present
- 6i Joint Working CMC
- 6j Practice Newsletter
- 6k PPG Meeting Summary Page
- 6l Carers and Age Concern Desk at Forthcoming Flu Clinics

7. **ANY OTHER BUSINESS**

8. **FUTURE MEETINGS**

- Tuesday 13th September at 9.30
- Tuesday 8th November at 9.30

8. **NEXT MEETING - Chair**

- Tuesday 13th Sept at 9.30