

	ITEM	ACTION
	request for treatments and patients can always change it if they want to.	
5.	<p>Standing items</p> <p>(a) Complaints, compliments, suggestions – in 2017-18 we had a total of 3 complaints, one was stopped by the patients wife and the other two were investigated and resolved.</p> <p>(b) Friends & Family – themes – There has been no patient experience feedback to share for the months of Jan-March.</p> <p>(c) Federation Update – No new services commissioned. Federation is helping out two practices in the Charnwood area on a temporary basis.</p>	
6.	<p>Any other business</p> <ul style="list-style-type: none"> • Sue asked when the next practice appraisal will take place. Kerry reported that it used to be an annual appraisal but has changed no to 2-3 years. When the CCG contact us regarding this Kerry will inform all PPG members. • Sue reported that it is possible to overhear conversations taking place in the doctors' consultation room. Two actions were discussed (1) to ensure that the door in the waiting room should be kept closed when patients are going in and out of the doctors' room. It was agreed that a door closer would be the better option and Dr. Majid/Kerry will look into costs for this. Also (2) music in the waiting room will help drown out any voices either from the doctors' room or from reception office. Dr. Majid agreed to source a Bluetooth speaker and Kerry will source 'royalty free' music and download onto a USB stick. • Dr. Majid explained that he regularly audits appointment availability and wants to slightly adjust the start and finish times on some days whilst maintaining the same total hours. After a discussion it was agreed to trial for 6 months some adjustment to the afternoon appointments. • Eric highlighted the difficulty that a patient was experiencing when coming into the waiting room with a pushchair and trying to manoeuvre it around the chairs in the waiting room. After a discussion it was agreed to monitor this and in the meantime, staff will offering to remove a chair from the waiting room if needed. • Eric pointed out difficulties with the notice boards and how there is too much information and looks very cluttered. All agreed. Kerry informed the meeting that one of our receptionists has recently be given the responsibility for keeping the notice boards up to date and will be working on it shortly. Kerry also pointed out to the meeting that there is a PPG Board which all members of the PPG are responsible for and to maintain it with current information. 	<p>Kerry</p> <p>Dr. Majid Kerry</p> <p>Receptionist</p> <p>PPG members</p>
	NEXT MEETING IS 15 August 2018 1.30-2.30 p.m. at Mountsorrel.	