**GREENGATES MEDICAL GROUP**

**COTTINGHAM MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**07/09/2017**

**Present. Ros Jump, Janice Waye, Pat Tomlinson, David Webster, Julia Marten,**

**Ann Wordingham, Sue Clough, Terry Brown, Susan Phillips, David Bright,**

**Mike Harness, Pat, Janet, Dr Vengala**

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| 1. | Apologies  Paul Bush  Margaret Pinder |  |
| 2. | Nurse Janet Almgill introduced herself and explained her role at Cottingham Medical Centre |  |
| 3. | It was suggested by the group to have a chart on the wall of all the people that work at Cottingham Medical Centre and what their role is. To aid Patients in directing themselves to the correct person. | Pat will organise. |
| 4. | Group asked why Reception Staff ask patients why they want to see a nurse. | Pat explained that this is to enable the nurse to prepare any equipment needed for the appointment to help save time for the patient. |
| 5. | The group discussed having a Quorum of 5 to include chair or vice chair. | Group Agreed. |
| 6. | Virtual webpage still on our website. | Pat will ask Kyle to take it off. |
| 7. | Group discussed having quarterly meetings with a minimum of 4 a year. | Group agreed. |

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| 8. | Text messages when appointment has been cancelled by the Surgery to advise patients to rebook. | Pat discussed with Caroline this has been set up. |
| 9. | The Group discussed NHS GP Participation group. The suggested asking Barbara, Chair of Beverley group, to attend one of our meetings. |  |
| 10. | Next meeting arranged for 07/12/2017 |  |