

Wye Surgery  
Minutes of Patient Participation Group Meeting  
Wednesday 31<sup>st</sup> October 2012 @ 6pm

Present		Action
	Chairperson – Mr Alan Billington	
	Mrs Enid Gould	
	Mrs Dorothy Chambers	
	Mrs Denise Chenery	
	Mrs Maureen Nicklin	
	Mr John Morris	
	Mr Don Thake	
	Mrs Jean Andrews	
	Miss Millie Harris	
	Dr Allan Fox – Partner	
	Mrs Jo Shepherd –Practice Manager	
	Mrs Helen Goodman – Reception/Administration Supervisor	
Apologies	Mr & Mrs Fletcher, Patricia Halligan and Janet Bayne	
1)	<b>Minutes of Last Meeting - these were agreed as being a true account of the meeting.</b>	
2)	<b>Matters arising – None</b>	
3)	<b>Patient Questionnaire</b> – Helen informed the group that 200 of the 250 patient questionnaires had been completed, the remaining ones are to be completed for patients see Dr Silva who only works three sessions a week and is currently on holiday. Helen could report back some feed back that included some very positive comments about the Drs and staff however there are some comments that point to us looking at how we communicate with patients, many had stated that they did not know we have a PPG, Website, extended opening hours or that they could order prescriptions on-line. Mr Morris and Mr Thake offered the following as suggested places we could advertise the PPG: Wye News Church Notice Board Parish Council Notice Board Notice board outside Mr Sutherlands shop. Helen will ask the secretary to draw up a couple of notices about the group that can go up. Helen hopes to be able to present the complete results of the questionnaire at the next meeting after which the sub group will	<b>H.G</b>