

**Kingswell Surgery Patient Participation Group (PPG) Meeting, Tuesday 20 November 2018**

**Attendees:** Ian Batty (IB), Val Batty (VB), Jill Marshall (JM), Mark Schofield (MS) from 1045-1100

**Apologies:** John Marshall

		Action	Planned Completion date	Complete
32	<p><b>Meeting with Mark Schofield:</b>  <u>New Opening hours from 2 January 2019</u>                      Mon: 0745 - 1900                      Tue: 0745 - 1830                      Wed: 0700 - 1900                      Thu: 0745 - 1830                      Fri: 0745 - 1830</p> <p>The surgery will no longer close for lunch.</p> <p>To be added to the newsletter and Facebook                      NOTE: Ann Lightowler, the new Practice Manager starts on 10 dec 18.</p>	VB/JM ALL	23/11/18	23/11/18
33	<p><b>Facebook:</b>                      Poll to find out how many people use online services.                      Poll to see if anyone would like to receive the newsletter by email.                      New GPs blogs to be added to Facebook page. JM to send to VB.</p>	VB JM/VB	8/01/19	Complete
34	<p><b>Suggestion box</b>                      A suggestion was receive requesting that there be varied days/times for baby clinics. To be passed to Mark Schofield for team discussion.</p>	JM	20/11/18	20/11/18

35	<p><b>Newsletter:</b></p> <ul style="list-style-type: none"> <li>• To be updated with:</li> <li>• New opening times</li> <li>• Christmas opening times</li> <li>• Add in new receptionist Jayne Brown</li> <li>• Change Katarina to Kate</li> <li>• Add webinar to PPG achievements to far</li> <li>• Amend Practice name in Chairs report.</li> </ul>	JM/VB	21/11/18	21/11/18
36	<p><b>On-line Services campaign</b></p> <p>VB/IB to look at promotional materials for campaign in January.  JM to ask MS to order from NHS.  Campaign to be run in January. Format and date to be decided at next meeting.</p>	IB/VB JM	30/11/18	12/12/18
<p><b>Next Meeting:</b>  8 January 2019, Kingswell Surgery.</p>				