**18th July 2019**

**Issues Arising from Past Meetings**

1. **Changes to telephone system & rebranding**

OJL to update.



1. **CQC Inspection**

OJL to give feedback following reception CQC Inspection

1. **Increasing PPG membership**

OJL to discuss PPG Quality Indicator Checklist (attached) and skype meetings(!?)



**New Matters Arising**

1. **(Joan) Bassetlaw Integrated Care Partnership: Bulletin**

Joan to share bulletin & discuss.

1. **National GP Surgery**

OJL to share and discuss recent patient survey results.

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1. **Out of Area Registrations**

OJL to discuss practice providing this service and implications.

**Other Matters Arising**

Questions posed by PPG members who are unable to attend;

Anthony O'Keeffe;

Just one quick query as an item of AOB. Do you have any data on the effect that the new appointment system has had on patients re-booking yearly blood tests etc? I am assuming that it is the patient's responsibility to re-book each year (or whatever the time interval is) rather the the surgery's job to send out reminders?

Kath Hobart;

When is the car park likely to be resurfaced for the patients

when is the new message on the phone line likely to be changed?

**Future Meeting Dates**

Provisional dates for future PPG meetings are as follows;

* + 17/09/2019
  + 13/11/2019
  + 14/01/2020
  + 12/03/2020