

AGENDA: Patient Participation Group Meeting			
Meeting date	01/06/15	Agenda reference	No.6
Access	Internal & External		
Special provisions	None		



Time: 6.30pm
Venue: WHC

1. Introductions
2. Update on events in the surgery
 - a. NHSE Bid – General Practice Infrastructure Fund
 - b. Reception team commenced advanced Customer Service Course
 - c. Improved Confidentiality at reception
 - d. Patient Check-In Kiosk
 - e. NAPP (National Association for Patient Participation)
 - f. Discussion on additional Improvements to be made at the practice
3. Joining us today: Dr. Uduku & Dr Gibbs to answer any general clinical queries and give a clinical talk.
4. AOB
5. Date of Next Meeting: Monday 7 September 2015