**October 2015 meeting**

* Friends & Family Test comment cards were reviewed by the group.
* CQC visit and practice rating of good were discussed. The group were thanked for their involvement in the inspection.
* DNA policy reviewed
* Ideas were discussed for the PPG Newsletter and a focus group was introduced.
* Flu campaign update

 **June 2015 meeting**

* Friends & Family Test comment cards were reviewed by the group.
* New appointment system was discussed.
* DNA policy was introduced and the group asked the practice to start to publish the actual cost to the surgery in monetary value as well as time.
* Draft PPG newsletter was reviewed.
* It was agreed that the practice would close every Thursday lunchtime for a two hour period to allow for staff training. This will take effect from 1st October.
* A welcome pack will be designed for new group members to introduce them to the group.

 **March 2015 meeting**

* New chair appointed
* Friends and Family Test comments were reviewed by the group and it was decided that the results should be displayed on the PPG noticeboard; Practice Newsletter; Website and TV Screen.
* The group acknowledged the impending retirement of Practice Manager, Lynne Borthwick. A vote of thanks was proposed and everyone wished her well in retirement.
* Review of Action plans

*Priority 1* Two members of the group attended the Health Visitor Clinic twice in January to obtain the views of those patients with young children.
*Priority 2* A media student has agreed to work on the newsletter for us.
*Priority 3* The figures for patients who failed to turn up for appointments were reviewed and a possible new policy was discussed

 **January 2015 Meeting**

* Meeting cancelled due to illness