

8	Consortia PPG meetings feedback – CM gave a brief overview of the booklet “Draft Patient and Public Engagement Plan 2012-2015. CM will keep an eye on website and will report to group as and when.	CM
9	Car park request for white lining from patient – PW confirmed that a patient had requested this to be done for the patient car park area. The yellow marker bricks have now become dirty and not as visible. PW has obtained a quote for this to be carried out and it was agreed that a claim should be put in to UMST for their consideration and the work progressed.	PW/LB
10	Practice Virtual Group and ideas for survey – PW confirmed approximately 60 had signed up for this. Discussion took place regarding ideas for patient survey and it was decided this should be based on surgery cleanliness and infection control matters, PW to compile 3 or 4 questions which can be used. DP suggested large notices around the building regarding the use of hand gel. PW confirmed that the Infection Control and Prevention team had carried out an audit and we were awaiting the results.	PW
11	Practice Newsletter – GG thanked PW on behalf of everyone and informed the group of how she had got this circulated around Upton Community. Suggestions on presentation were made:- <ul style="list-style-type: none"> • All black print to be used for text • A larger font be used • More white boxes, colour just for headings or lighter shading in the text boxes • Another suggestion was to develop a guide to using Upton Surgery services, to include what you can see the nurse for, what are the different doctor surgeries are for and appointment types. To consider putting this into UMST for some financial help to set up with printing costs etc.	For next Agenda
12	Compliments/Complaints and Suggestions and Complaints annual report – PW report to the group that we had had two complaints both relating to referrals, one of which was not about our service, reply letters had been sent to patients and passed on to appropriate sectors. A variety of compliments from pot plant, chocolates, letters/cards and verbal comments. A copy of the Upton Surgery Annual Complaints report was handed out for trend analysis only. PW to email to those not present. Discussion as to whether this should be put on website took place and it was decided not to at present as numbers are low and although completely anonymous individuals might not be comfortable with sharing and knowing they were the only one in any particular month. CM would like a comparison year on year.	PW
13	Pig Roast 2012 – PW confirmed this was going to be held in the grounds again this year for staff and the PPG would also be invited. GG gave her apologies.	
14	AOB Practice Update – Apologies this was missed off the agenda but was prepared and discussed and a copy was given to all and PW will email to those not present. Agenda Item for next Meeting – “A guide to using Upton Surgery” Attendance at meetings – It was confirmed that the agreement was to attend at least 75% of all meetings per year. A suggestion was made about having a 12 month schedule in order to try and make things easier for everyone to plan around. UMST – JD confirmed they had new Trustees and they were keen to have project requests from patients as well as the surgery. PW confirmed that the majority of requests do arise from patients and gave the white lines, fans and the confidential rope as examples. She would make the project requests more explicit as to where the request had originated in future. Elizabeth Finn Care – GG gave update to group and confirmed they were going from strength to strength. LB to check leaflet supply in waiting room.	PW/LB PW/LB LB
	Date and Time of Next Meeting Monday 16 July at 6.30pm	