



College Health Ltd

Thurrock Health Centre

Patient Participation Group Meeting

Tuesday 9th October 2018

MINUTES

		Name
1.	<p><i>Welcome, Introductions and Apologies</i></p> <p><i>Minutes from previous meetings --Action Point Reviews</i></p>	
2.	<p><i>What is the PPG</i> <i>Discussions were held on what the PPG is, and how this can benefit patients and the practice.</i> <i>How the patient experience can be improved</i></p> <p><i>Patient input is crucial to the development of the Thurrock Health Centre's services and the future of the NHS as a whole, and we welcome patients from all ages and backgrounds to join our PPG.</i></p> <p><i>The group meets every 6 weeks to discuss the quality of our services, potential ways to improve the practice and methods to further local health education. The opinions, concerns and ideas that arise from these discussions are highly valued and have made significant differences in the past.</i></p>	
3.	<p><i>How to join- Names taken</i></p>	
4.	<p><i>AOB</i> <i>Open forum of issues at Thurrock</i></p> <ul style="list-style-type: none"><i>- Telephone triage explained</i><i>- Role of different clinicians explained</i>	
5.	<p><i>Next meeting date to be arranged</i></p>	

The Purpose of the Patient Participation Group is to discuss the Services offered by the practice, patient experience and improvements that can be made.

Ground Rules

- Everyone's views must be listened to and respected
- No discrimination will be tolerated
- The Patient Participation Group should not be seen as a platform to raise an individual complaint. (Those should be raised individually with the Practice Manager).

