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**Minutes of PPG Meeting held Tuesday 19th March 2019 GP Suite**

**Cannock Chase Hospital.**

**Present**; Pam Burlingham, Betty Chapman, Janice Lloyd,

Margaret Price, Sam Rasib, David Stagg.

**Welcome,** David welcomed everyone to the meeting, and commenced with **Apology’s;** Susan Andrews, Charles Barratt Mc Crone, Sarah Giles, Geoff Hackett retired as active member, now as a virtual member, we wish him well and is very welcome to attend any meeting in the future.

**Minutes;** Agreed as true.

**Matters Arising;** **BC** enquired of the details of extended access to primary care, answered by **SR.**

**MP** gave update of INR Warfarin from last district PPG.

**News Letter;** Any article or material for submission for next publication please submit to **DS** or leave at reception for **SR.**

**Practice Manager;** Patient questionnaire results, improvement in phone and appointments system against last year, still a top issue with patients.

More emphasis is needed to enlighten patients on the use of online patient triage via Patient Access.

**Group work actions;** Virtual Membership deferred report to come from **SG.**

Awareness health days, deferred.

**District PPG;** Awaiting for further details on proposed service for INR Warfarin blood test.

No further items for submission.

Next meeting 21st March, Rugeley community centre, Burnthill Lane. 6.pm-8.pm

**Date Next Meeting;** TBA and notified by email.