

Chair: Ismahan Mohamud

	ITEM	ACTION
1.	Minutes of the last meeting Discuss and review.	All
2.	Online services IM mentioned that the online service is now setup; registered patients can now book appointments online at a convenient time. Only 4 appointments a day will be reserved for patients on a trial basis. Patient registration forms have been left at reception.	IM
3.	Healthwatch Reading PPG toolkit- PPG IM- briefly talked about what involves in the Patient Participation Group meeting. Becoming a member was discussed and also appointing a chair person.	IM
4.	Friends and Family Test IM- mentioned that FFT questionnaire are available at the reception and advised patients to complete the questionnaire. “You said we did” feedback was discussed in the meeting.	IM
5.	Patient leaflets for non-English speakers + Services IM- mentioned that the practice booklet will be available in Polish and Nepalese in due course. IM- mentioned how to access the services leaflet is available in Polish and Nepalese.	IM
6.	Promoting- Social Prescribing IM- explained briefly about the Social Prescribing service and how patients can benefit from the service. IM also mentioned that the SP leaflets will be available in Polish and Nepalese.	IM
7.	Telephone survey IM- mentioned that a telephone survey has been put in place to provide a solution to improve the service.	IM

8.	<p>Practice website</p> <p>IM- mentioned that the practice website is being redesign. The new website will allow patients to complete the FFT questionnaire online.</p>	IM
9.	<p>CQC action plan</p> <p>IM- discussed the action plan for CQC</p> <ul style="list-style-type: none"> • More signage • Queue busting • Reviewing staff list/ doctors • Monitoring the telephone calls, (Telephone Access analysis daily Performa) 	IM
10.	<p>AOB</p> <p>IM- patients will be informed of any future plans.</p> <p>*Nepalese patients requested leaflet explaining how to book an appointment and health posters in Nepalese.</p>	IM