



PPG MEETING MINUTES

Date May 24<sup>th</sup> 2012

Attendees: Susan Uglow (Practice Manager); Dr Laxman Ariaraj; Carol Hollywood (Reception Manager); Mrs J O'Brien; Mrs P Totty; Mr L Ellis

TOPIC	NOTES	ACTION
Welcome and apologies	Sue Uglow welcomed everyone to the meeting and went through the apologies. Mrs Taylor; Mrs Egan; Mrs Fogg; Mrs Thompson; Mr Thompson; Sarah Goulding; Joanne Martin; Rodney Brown; Alfred Seeley; William Turner	
Review of the last meeting minutes	SMU reviewed the minutes from the previous meeting	
Discussion regarding self check in	<p>The self check in was discussed and why we think people fail to use it and the following points were made.</p> <ol style="list-style-type: none"> <li>1. The position of the self check in is in the wrong place</li> <li>2. The font size is too small on the tickets and some people find it difficult to read</li> <li>3. Sometimes self check in tickets don't always come up on the call board</li> </ol> <p>Joan O'Brien kindly volunteered to give up some of her time on a Monday to come into Reception to help people to use the self check in. Dr Ariaraj said he would write to the people that designed the self check in to ask for their help with the font</p> <p>Sue Uglow advised the members that at this moment in time the self check in cannot be moved but she would look into this</p>	
Recruitment	We are actively still seeking new members to join our group and Mrs O'Brien said she would give out leaflets while in Reception helping people with the self check in.	
Play Area	Dr Ariaraj put forward the idea to have a childrens' play area in one of the waiting rooms. Sue Uglow explained that due to infection control this would need disinfecting every day, and who would do and pay for this. Also equipment would have to be purchased and where would the play area be situated, as there are 3 waiting rooms? After a vote, it was decided amongst the group to leave this for the time being.	

Election for Chairman and secretary	The election date will be July 26 <sup>th</sup> 2012. All resumes for people wishing to stand to be sent to Carol Hollywood one month before election date	
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