

Meeting Etiquette

Disturbance

Attendees must place their phones on silence (if you need to take a call leave the room promptly)
Attendees must not engage in email correspondence from smart devices during the meeting
Attendees should notify the chair prior to bring any additional persons or alternative representation at the meeting

Punctuality

Arrive five minutes prior to the scheduled commence time
If you arrive late, please anticipate there not being a recap of items missed
Attendees should come into the meeting with all of the materials and information required

Duration

The meeting duration will be specified on the Agenda by the chair (this may vary based on meeting objectives)
The meeting will always finish prior to the expiration time the venue is booked for
The meeting venue should be left in the same state as was entered (so tidy time may be allocated to attendees)

Agenda

The apologies will be acknowledged
The opening will be a run through of the action log
The agenda will be clearly defined, and transparent, and outcomes and objectives may vary
The agenda should be circulated a minimum 48 hours prior to the meeting date
Attendees should contribute agenda items in preparation for the circulation 48 hours prior to the meeting
Attendees to ensure that discussions which take place are aligned to the agenda items
Attendees are encouraged to ask questions during the designated question period
Attendees must not interrupt others while that are speaking or asking questions
Attendees are required to actively listen and take notes, so they are fully informed and engaged

Post Meeting

The chair will ensure all of the action points raised are placed onto the action log and circulated
Those who have been allocated actions must complete this in accordance with the request, ready to report back at the next meeting
The chair will ensure minutes that were taken are circulated to attendees and those who gave apologies.
Please note this same etiquette applies to virtual attendees who are dialling in

Minutes 8th June, 5.30pm-6.30pm

Reference	Action
1	Introductions and apologies acknowledged.
2	Meeting etiquette acknowledged.
3	Quorum of 6 PPG attendees, therefore all appointed as PPG Committee Group name has been confirmed as Patient Forum Simon Clack appointed Vice Chairperson Richard Hughes appointed as Secretary
4	Staff updates: 5 new admin staff members appointed since September 2021. NT is the new practice manager joined September 2021. We have 3 new GPs who have joined us in the past few months Current methods of appointment/contact: In line with latest guidelines all calls continue to triage by phone. All nurse appointments are face to face E-consult is moving to a new provider named Patches, works the same way as E-consult and only used to non-urgent or administrative queries. New BP Pod available for all patients to use to monitor blood pressure, height, weight and BMI.
5	Currently in process of creating a new website NT will arrange a meeting with PPG committee to finalise.
6	Members would like some figures on how many calls received, dropped calls and discuss them at next meeting, NT to action Next meeting scheduled for 30/11/2022 5-6pm