

MINUTES

Meeting:	Patient Participation Group Minutes
Date:	14th March 2012
Time:	
Location:	City of Coventry NHS Healthcare Centre
Apologies:	No apologies received
In attendance:	Attendees (Staff Members - T H & S M) Patients – Mr A R

- Attendee happy with all care he receives when he visits the practice.
- The new building has gone down very well with patients.
- Availability of appointments is still good.

Improvements discussed with the group:

- Answering of telephones
- Availability of information via leaflets etc

Meetings to be held on a quarterly basis with the hope that patient attendance will improve in future.