

8. There was discussion around certain surgery processes, specifically website, up to date information, communication on flu clinics, receptionist demeanour, registering for online patient services.	October	Mark
9. Tony communicated that the CCG are currently unwilling to renew the Survey Monkey fee (£380 per annum) and that unless this subscription is not renewed in October, previous surveys will be lost. The CCG actually have a Survey Monkey subscription themselves and it raises the question why it is not made available to PPG.	Practice Monday meeting	Mark
10. Provisional dates for the next PPG meeting are Monday 7 th or 14 th December at 7.30pm. Please advise Andy if you are NOT available on either of these dates.	1 st October	All



Wargrave Patient Participation Group

Mission Statement

The Patient Participation Group exists to strengthen communication between patients and the surgery, delivering positive health outcomes for the local community.