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| 9. | Practice Booklet: Carried forward from last meeting. Needs to be reviewed and made more accessible, perhaps with more graphics. WN volunteered to edit copy & suggest graphics. | Action: DC/WN |
| 10. | Any other business HC reconfirmed praise and gratitude for PPG assistance with the Patient Survey. Pam Marray expressed thanks for the invitation and renewed enthusiasm for reviving the Oaklands PPG. All assembled marvelled at the Practice's newly acquired informative display triptych. | Action: |
| 11. | Date and Time of Next Meeting The next meeting will be on 20 January 2020 at 6pm in the Conference Room, Burton Latimer Medical Centre. Other dates for 2020 are: March 16 May 18 July 20 September 21 November 16 | Action: All |

There being no further business the meeting closed at 7.02pm

Signed _____ (Chair) Date _____