Notes of PPG meeting 3pm Tuesday 6th March 2018

1. Everyone welcomed to the meeting.
2. **Present:** Alison Couldry, Margaret Easter, Wendy Barron, Terry Moore, Phil and June Milne. Dr Linn joined us a little later.
3. **Apologies:** Barry Easter. We were sorry to learn that Barry was not well and sent our best wishes to him.
4. **Minutes of Meeting**  16th January were agreed and signed
5. **Matters Arising**

 **Patient Call System.**  Alison reported that she and Dr. Linn had discussed the possibility of a speaker in the Reception Area, but because of confidentiality reasons

 It would not be recommended.

1. **Treasurers Report** £1288.15 (was £1544.40)

Income:- Books £1.75. Expenditure:- Healthcare Monitor Service £258.00

1. **Surgery News.**  Dr. Linn was able to join us and updated us on the staffing issues. Dr. Bishop is leaving and we now have two permanent Locums. The CCG initiative to recruit Drs from Eastern Europe has not materialised as it appears the response was too enthusiastic for them to handle.

**The 2017 Survey Results** were discussed and showed that Angel Lane Surgery has improved greatly.

**CQC** visit is now planned for Friday 16th March. All PPG members confirmed they are willing to be contacted by phone and some may be able to attend in person. There are comment cards in the Reception Area for patients to complete which the CQC will use as part of their inspection.

**The Telephone System** contract is due for renewal later this year. There are a few issues with it so alternatives may be considered.

**Patient Comments:** One patient had reported that he was unhappy when his appointment had to be cancelled due to a Locum not letting the Surgery know until after they were due to start that they were ill.

On a positive note we learned how another patient appreciated that he received a home visit very quickly following a fall.

1. **Fund Raising – Patient Toilet refurbishment.**

 A written specification is required in order to get quotes. Alison will liaise with Dr. Linn and Barry when he is feeling better.

1. **AOB.** June reported that she would be attending the Anglia Ruskin Patient Participation Evening on 07.03.2018 and would report back at next meeting. JM

Margaret Cole had returned her badge but it was agreed she should keep it. She may wish to help with Raffle at the Flu Clinics. New badges will be ordered for Sue and Terry. AC

Data protection. All members have now agreed to the way their personal details are kept and used.

New Members. There are possibly two who may be interested. One would be a virtual member. Alison will follow up. AC

Appointment System. It was confirmed that the system had not changed. Patients can ring on the day and are also still able to book advance appointments for up to 6 weeks

1. **Date of Next Meeting: WEDNESDAY 18th April 2018** at 3pm