Notes of PPG meeting 3pm Tuesday 4th September 2018

1. Everyone welcomed to the meeting.
2. **Present:** Alison Couldry , Phil and June Milne, Margaret Easter, Susan Leslie
3. **Apologies:** Dr. Linn, Wendy Barron, Barry Easter, Terry Moore, (Paul Bryant – virtual member)
4. **Minutes of Meeting**  27th June 2018 were amended to show time as 2pm then agreed and signed.
5. **Matters Arising**

**Toilet Refurb.** Dave will not be able to do the work until at least Christmas due to pressure of work. We still need a duplicate invoice. BE

**Telephone System**  Alison reported that an upgraded system is in place from the same supplier at a similar price. All incoming and outgoing calls are now recorded. It is also possible to monitor call numbers to help with staff planning. There is also a numbered queuing system and slight changes to messages, including a message which says all appointments gone for that day with other options. AC

**New members.**

Sue Leslie reported that the person she was hoping would join will not be doing so. DrLinn and Alison to discuss. Dr. Linn/AC

**Speaker in Reception.** Ongoing. AC

1. **Treasurers Report**
2. **Surgery News/Comments Box**

Everything going really well. Dr. Marchant back, Dr. Horobin and Dr Hackett in place and settled in really well. Dr Manju Chandrasekharan has accepted a 3 and a half day contract. We have 2 Registrars, 1 FT and 1 who does 1 day a week. We also have a FT Doctor from Spain completing refresher training.

Pauline Prescribing Nurse Practitioner and Nurses, Helen, Jo, Pippa and Symone. Tracey will also be doing two phlebotomy clinics a week.

It was suggested that we consider putting more information about Drs or getting new Drs to write something for our Newsletter. Alison to get some examples of other surgeries Newsletters for consideration.

The Patient list is open again for new patients.

The CCG have had a meeting with our surgery, John Tasker House and Hatfield Heath to discuss the future in terms of housing developments and what the plans should be for Drs etc. There will be another meeting at the end of September to discuss the future of Drs services in Dunmow.

**Comments Box.**

A complaint received re length of time to wait for a certain procedure and having to travel to a specialist clinic. No details given.

Water in waiting room. Lots of notices up saying receptionists will provide water. Receptionists to be asked to be aware of the need to open windows on warm days.

An apology received re missing an appointment which is very refreshing.

1. **Flu Clinics- Dates** will be 29th Sept, 20th Oct and 3rd Nov. Availability of PPG members was confirmed. June will circulate revised list which will include Margaret Cole as she will help with the Raffle on 1 day. There will be a change this year as there are two different age groups (over 65 and under 65)and two different injections. **It will therefore not be possible to move patients to different clinicians.**

**WI,** have confirmed they wish to be involved again. June will assist them with setting up on Friday afternoon prior to the Clinics.

**Raffle.** We will have six prizes again. Hamper – Alison. Wine x 2 Terry and Phil, Plant – Wendy, Tin Chocolates – Sue, Tin Shortbread – Margaret. Please bring prizes for the 3rd November when draw will take place.

Following a question from Terry it was agreed that we will put posters advertising the Raffle on the Wall between the two Reception desks as well as in the waiting room.

Alison will produce small handouts about raffle, as last year, which reception staff will give out at registration.

**Dunmow Triathlon - September.** Alison still hoping to take part but sponsorship is not sort.

1. **AOB.**  June reported that she has been invited to Anglia Ruskin University at the end of September for an update on the new Medical School. The building is looking good and the first cohort of students is in place.
2. **Date of Next Meeting: Tuesday 6th November 2018** 3pm