**Notes of PPG meeting 3pm Tuesday 10th September 2019**

1. Everyone welcomed to the meeting.
2. **Present:** Dr Linn,Alison Couldry, Margaret Easter, Wendy Barron, Sue Leslie, Terry Moore, Marian Luketa, Raj Samtani, June & Phil Milne. It was noted that we miss Barry and wish him well.
3. **Apologies: None**
4. **Minutes of Meeting**  23rd July 2019 were agreed and signed.
5. **Matters Arising: Toilet Refurb.**  A few items still to be finished otherwise a really nice job.

**July Survey.** Alison had copies for us to discuss. The surgery did very well from the 260 which were circulated and 112 returned. The phone system was discussed at length as this was an area we were below the CCG and national average. Changes have already been made since these surveys went out and Alison will pursue some more possible adjustments to the system. PPG members will also think of possible ways of making it better. A poster will be put in the waiting room to suggest patients go to reception desk if they have been waiting more than 20 minutes for an appointment to ask for an update on the position. Although receptionists should be informing patients they do sometimes find it difficult to keep leaving their stations when it is busy.

1. **Treasurers Report** £2316.69 (was £2307.72 - Income - Books £8.95,)
2. **Surgery News/Comments Box**

Katie from dispensary has had a baby boy and all well.

We have two new registrars, Dr Clemence and Dr Ratnabalan who are both doing well.

The surgery are in the process of organising the new flooring in waiting room.

1. **FLU Clinics**

The over 65’s vaccine arrived today. The third clinic is likely to be on 16th November but this is to be confirmed by Alison. June checked on everyone’s availability and will circulate an updated list when the date is finalised.

The raffle prizes were agreed as follows. Hamper- Surgery, Champagne - Raj, Red and White wine - Margaret and Terry, Tin of biscuits - Marian, chocolates – Sue, plant - Wendy. These will be required for the last flu clinic in November when the draw will take place.

1. **Fund Raising Project**

After a discussion following an earlier suggestion by Raj it was agreed that we will look into the possibility of an air conditioning system for the waiting room. Wendy to ask for details of a project that DTC are undertaking.

1. **AOB.** Raj brought up at the last meeting whether there was any special dispensation for non-dispensing patients with exceptional circumstances (very poor mobility etc.) to allow us to dispense to them. Alison looked into this and contacted the CCG but they have said this does not exist anymore and the surgery are not allowed to dispense to non-dispensing patients under any circumstances.

Wendy reminded everyone about the services available through UCT for transport needs. A poster to be put up in surgery and details of the service will be included in the next newsletter.

1. **Date of Next Meeting: Tuesday 19th November 2019**  3pm