**Notes of PPG meeting 3pm Wednesday 27th June 2018**

1. Everyone welcomed to the meeting especially Paul who was attending for the first

 time. He will find it difficult to attend meetings so will be our first virtual member.

1. **Present:** Alison Couldry , Wendy Barron, Phil and June Milne, Margaret and Barry

Easter, Terry Moore, Paul Bryant

1. **Apologies:** Dr. Linn, Susan Leslie
2. **Minutes of Meeting**  24th April were agreed and signed
3. **Matters Arising**

**Toilet Refurb.** Dave is definitely going to do it but not for some time due to other

work. We need a duplicate invoice. BE

**Telephone System.** Alison reported that she has spoken to various surgeries to

ask about systems and a quote is on way from one of the recommended firms. AC

**New members.**

Sue Leslie had indicated that she knew someone. This needs to be done and

discussed with Dr. Linn and Alison. DrL,AC,SL

**Newsletter.** Margaret was thanked for delivering to various places in Town.

1. **Treasurers Report** £1324.50 (was £1316.50)(Income– Books £8.00)
2. **Surgery News/Comments Box**

**Bicycle parking request.**After discussion and checking outside it was decided

this was not necessary.

**Receptionists.** Criticised for being abrupt. AC will talk to them but some patients

have been very rude to them and have received letters. AC

**Waiting times. (In waiting room) and Lack of appointments.** AC will speak to staff to remind them they must keep patients informed if there are delays. Like all surgeries there is a shortage of Drs but this should improve. Dr Marchant is back next week, 3 New Drs starting July/Aug and 1 Dr from Spain is doing her training for this country and will be on board soon. Pauline, Nurse Practitioner is a real asset.

List still closed but should open by Aug. Patient Nos – 10600

**Water machine** requested but causes too many problems, drink can be got from Reception.

**Specimen System.** Letter will be sent to patient to explain procedure. AC

**Premises.** Alison has received visits and phone calls but with no real suggestions for

The future.

**Dispensary.** Working well, although one member indicated difficulties with repeat

Prescriptions. AC will look into this. AC

**On line ordering system.** System is changed automatically by supplier but working

well

**Flu Clinics- Dates** will be 29th Sept, 20th, 27th Oct and 3rd Nov. It is possible that only one of the Oct dates will be used. June and Alison will advise nearer the time.

**Rotas**  will be sent out to confirm peoples availability and Alison will sort out the Surgery staff.

**WI,** June will invite them to be involved again.

**Raffle.** We will have six prizes again. Hamper – Alison. Wine x 2 ? Plant – Wendy.

**A voucher from a business in town might be good –** any ideas? Box Biscuits/Shortbread?

**Fund Raising - Dunmow triathlon - September.** Alison definitely taking part, Fiona and Sarah may take part. We will sort out some sponsorship.

1. **AOB.**  The NHS 70th Anniversary is on Thursday 5th July. Alison is proposing to do a display in the waiting room with balloons etc to mark the occasion. She will welcome any suggestions. It was suggested that Richard Nunns Book may be useful for information about the Surgery.

**Speaker;** It was requested that consideration be given again to having a speaker in the reception area perhaps near the booking in machine. If doors are open confidentiality could be an issue but Alison will talk to Dr Linn about it.

1. **Date of Next Meeting: Tuesday 4th September 2018** 3pm