

Present

Kevin Blakemore	Malcolm Simpson	Sandy Sell	Chris Parry
Georgina McMasters	Dr T Siva		

Apologies

Sue Hazell	Liz Simmonds	Tracey Keogh	Stuart Collie (resigned)
Judy D'Arcy			

Meeting Notes and Actions

Point	Item	Action	Action By
1	Minutes of previous meeting read and agreed as correct.	Outstanding items to be followed up - see 1a.	All
1a	Tricia suggested that Kevin interviews Dr Siva for an article in the Parish Magazine.	Interview with Dr Siva	KB
2	Dr Siva attended the meeting and updated us about the changes to staffing in the surgery. A paramedic has started work and is running surgery sessions 5 days a week. There are also two GP registrars and a 2 nd year doctor working in the practice. A clinical pharmacist is working three half days in the practice. All these new staff are currently being supervised by one of the senior GPs during clinics, which does cause disruption for the GP and patients due to the interruptions throughout the day.		
3	Volunteer Driver Access to be developed early 2018.	Creation of online system to manage volunteers including availability. To be worked within PPG group so that improvements can be identified, and system developed.	SS
4	A suggestion was made that the website needs to be updated with staff photos and the new services that are now available, and for this information to be put on the waiting room TV screens	Update website with photos and new services	TS

5	Suggestion was made by KB that Dr Siva should record the welcome message on the surgery answerphone, with an explanation of what the care navigators will do when the patient speaks to them	Dr Siva to record the welcome message on the surgery answerphone	TS
6	A question was raised about who reviews the online booking of appointments made directly by patients	Ask Sue Hazell who reviews the online booking of appointments	KB
7	MS raised the issue of stoma care prescriptions going missing and querying whether this had anything to do with EPS.	Ask Sue Hazell how stoma care prescriptions are managed by the practice	KB
8	KB raised the issue of recruiting patients to Online Access so that they can order prescriptions and book appointments remotely	Discuss online access uptake with Sue Hazell and explore how the PPG can help increase the uptake	KB
9	KB informed the PPG that Judy D'Arcy had asked to step down as PPG secretary. CP volunteered to take on the role	NA	CP
10	KB informed the PPG about receptionist Jane Quince and her role as carers representative for the surgery. Suggestion was made to ask Jane to write a short article for the Newsletter	Ask Jane to write article about the Carers association	KB
11	Date of next meeting Monday 9th April 2018 at 6.30pm in the surgery waiting room	NA	All