***P***.***P.G. MEETING***

Wednesday 30th May 2018 @11.30am

**Minutes of Meeting.**

 **Persons Present.**

Sam Rasib, David Stagg, Margaret Price, Patrick Pincombe Pamela Burlingham, Sarah Giles, Janice Lloyd, Geoff Hackett.

Apologies

 Susan Andrews. Betty Chapman

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**1.Welcome** Before meeting opened a request for a volunteer minute secretary as post is vacant, no offers.

**2. Minutes.**

Minutes of the last meeting where agreed and passed.

**3. Matters arising.**

MP enquired is it only New Cross used for all blood tests, or County Hospital. SR to question CCCCG for clarification.

**4. Managers’ Report**

Newsletter publication dates to change to March and September.

DNA Report new format explained, members agreed with the format, now ready for display.

Lead Walk change from weekly to monthly event, more support would be appreciated.

Survey – Action Plan, all actions explained and will be monitored and re-visited in December. DS More one to one time in waiting room to inform fellow patients of changes and use of services is needed to run in line with Action Plan.

At this point Doctor Rasib joined the group.

From comments made from within some reports, and changes taking place to services in surgery, group should be more pro-active, in helping patients and informing them of the changes, i.e.; triage, patient access, appointment system. On a one to one patient basis in waiting room.

A clear statement of the role and responsibilities for the support of the group with clear transparency from management, staff and ourselves as members.

**5. Survey Report – Action Plan. Covered under** agenda item 4.

**6. Members Questions**

**MP.** Mini survey on warfarin feedback, to be given later by SR.

**PB.** Repeat prescriptions for certain drugs on six month dispensing, returned to chemist for 2nd dispensing on repeat, chemist had closed down repeat prescription, causing return visit to surgery.

**7. Group/News/Feedback/Activities/Members updates.**

**Item 8 under Meetings of T-O-R is being monitored.**

A thank you letter to VC was read out with VC response.

GDPR was discussed with introduction of a disclaimer for SG to attach to Virtual members emails, a time schedule set to reply for continued contact. DS privacy email with time schedule will also be sent to group members.

Feedback from Cannock & District PPG was covered with date of next meeting announced as Thursday 19th July, venue Rugeley Community Centre, Burnthill Lane, WS15 2HX 6.00pm-8.00pm.

Watch out for 5th July NHS 70th year celebrations

PB & JL Noticeboard Rota update and new copies at next meeting.

SG Health Awareness dates and events will be produced at a later date.

**8. Any Other Business. None.**

**Date and time of next meeting. TBA**