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

**Tuesday 23rd August 2016 @1.30pm.**

**Minutes to Meeting**

**1. Persons Present.**

**Sam Rasib, David Stagg, Elizabeth Chapman, Margaret Price,**

**Pamela Burlingham, Sarah Giles, Janice Lloyd.**

**Apologies**

**Geoff Ashley, Susan Andrews, Valerie Cox. Patrick Pincombe.**

**2. Minutes.**

**David read the minutes of the last meeting which where agreed and passed.**

**3. Matters Arising**

**Following on from a matter which was raised at the previous meeting regarding encountering problems with booking of appointments via the C&B service, this was explored further by Sam but unfortunately is not something which she is able to take further on behalf of the patient. Unfortunately the patient would need to raise any problems they have directly with the service.**

**4. Managers Report**

**Practice Nurse Susan Fellows has left the practice; she will be replaced by Olivia Bryant on 5th September 2016.**

**Monday Surgery hours have now changed; the surgery will open at 08.00am - 07.30pm. Consultation hours will begin from 09.00am.**

**5. Patient Survey**

**The following questions have been put forward for the survey.**

**1. Do you feel that the when visiting your GP, you feel happy with the explanation provided to your problems/Queries?**

**2. Have you a preference on booking appointments i.e. by Phone/Access/Call in.**

**3. Do you have any problems getting through to Surgery?**

**4. Are you happy using the booking in machine?**

**5. Are you aware of how to make complaints?**

**6. Are you happy with the receptionists?**

**7. Do you find it easy to discuss any queries with receptionists?**

**8. Are you happy with the GP’s?**

**9. Is there anything you would like to suggest to improve the surgery?**

**10a Are you aware of the Patient Buddy Scheme.**

**10b Would you consider being a patient buddy.**

**David has kindly offered to numerate the questionnaires, which will make the collating process a lot easier.**

**The questionnaires will be handed out from 26th September 2016, till 11th November 2016. If anyone wishes to volunteer to take part in handing them out please e-mail David or phone him on 01543 500696 with days and times you are available, or ring reception as weekly rota sheets will be with reception.**

**6. Chairman Report.**

**P.P.G. Magazine has now been printed in A5 book form. The back page being a survey which when completed will go in the box on the wall by prescription box. It was suggested 60 copies be printed off.**

**Further coffee mornings to be arranged.**

**Lots of information needed to be collected for fundraising to go ahead so this will be ongoing thing and no decisions can be made until the process is fully understood.**

**7. A.I.R**

**Nothing to report.**

**8. Any Other Business**

**The date of the Christmas party has now been changed to Saturday 9th December 2016. Time 6.30pm. Venue and price to be announced. Partners are very welcome. Please contact David on 01543 500696 or via his e-mail.**

**9. Date and Time of next Meeting.**

**Tuesday 15th November 2016 @ 1.00pm**