Notes of Angel Lane Surgery PPG Meeting.

Tuesday 7th August 2024

1. June welcomed everyone to the meeting at the Surgery.

2. **Present:** Dr Linn, Alison Southgate Phil Milne, Margaret Easter, Terry Moore, June Milne.

3. **Apologies**: Wendy Baron, Paul Bryant, Raj Samtani

4. **Minutes of meeting**: Minutes of meeting held on 12th June 2024 were agreed and signed.

5. **Matters arising:** Blood Pressure Machine. The present machine is now out of contract. It was felt that a simple blood pressure machine would be of more use although it was noted that home blood pressure monitors and appointments with a healthcare professional was much preferable and more accurate. Alison will look into some more simple models.

New members for PPG. The surgery is still advertising for new members but with little success. Clinicians are to be encouraged to advertise it to patients they feel may be suitable during consultations. The surgery is looking into recruiting a patient experience champion who would help recruit and retain some new members whilst working on patient feedback and experiences.

6. **Treasurer's Report**: Phil reported that the balance was still £718.20. A card reader for use by PPG for raffles etc had been looked into by Phil but the surgery now has a new machine which can be used by PPG when necessary.

7. **Surgery News.**

* Now have 11,500 patients
* 2 new GP registrars started this month, Dr Hayat and Dr Mampitiya
* The toilets have been misused on more than one occasion and as a result the toilets are now kept locked, and key can be obtained from reception.

**8 Fund Raising**

* Flu Clinics will be held on 12th and 19th October. Help from PPG members would be welcomed. It was suggested that the PPG also run a raffle. Details to be agreed at next meeting.
* There may be a 3rd clinic in November depending on uptake.

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**AOB.** Alison gave an update on the new phone system which is working very well. Staff can see how many calls are waiting and they are really happy with the new system. There is generally an average wait time of 6-7 minutes across the day. Pre-bookable appointments are available, but these are best booked via accurx.

**Date of Next meeting. 25th September 2.30pm**

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