**Notes of PPG meeting 3pm Tuesday 24th April 2018**

1. Everyone welcomed to the meeting.
2. **Present:** Alison Couldry, Wendy Barron, Phil and June Milne, Susan Leslie. Dr Linn joined us a little later.
3. **Apologies:** Barrie and Margaret Easter, Terry Moore
4. **Minutes of Meeting**  6th March were agreed and signed
5. **Matters Arising**

**Telephone System -** Alison reported that work is in progress to get quotes from different suppliers.

**New members -** Paul Bryant will be a virtual member. AC and JM to discuss action to be taken. AC/JM

Sue Leslie will also speak to someone who may be interested.

**Dr. Linn and Alison** will need to agree any new members. SL

1. **Treasurers Report** - £1316.50 (was £1288.15)

 (Income – Books £19.10, Donation £11.00)

1. **Surgery News.**

**CQC Visit -**  Results were very good. The practise received GOOD across all areas. This was an excellent result. The report will go on website, a notice will be put in Surgery and it will be included in next Newsletter.

**Significant events - I**t was thought by CQC that the practise may have had more than was recorded. This will be considered by staff.

**Carers** was another area that may need tightening up on. Two new initiatives are now up and running. Care navigation Scheme and Community Builders, especially for South Uttlesford. Alison will invite the Community Builders Coordinator to our next meeting. This topic will also be included in Newsletter. AC/JM

**Waiting times. (In waiting room)** This topic was brought up by a number of members who themselves had experienced difficulties and received comments from other patients. AC will speak to staff to remind them they must keep patients informed if there are delays. AC

**Dr.** Linn updated us on the need to close the list to new patients.

**In the last eighteen months patient numbers have gone up from 9000 to 10500.**

Some new patients have also made life very difficult by demanding extra appointments and time. CCG were consulted before the decision was taken but were and are unable to help with the real problem of a shortage of Doctors. Patients need to be reminded that only 1 item can be discussed per consultation.

The surgery strives to maintain its excellent service to its patients under very difficult circumstances.

There is some very good news. As a result of advertisements two very experienced Doctors will be joining the surgery in July/ Aug. Also Dr Marchant will return from Maternity leave in July and we now have a very experienced Nurse Practitioner, Pauline, on the staff. Pauline works 4 days per week, sees all minor ailments cases, does home visits and can prescribe medication. We wish them all well.

1. **Fund Raising - Patient Toilet refurbishment.** A written specification is still required in order to get quotes. Alison will liaise with Dr. Linn and Barry now that he is feeling better. PL/AC/BE

**Quiz sheets** were suggested as a form of fund raising. This will be considered at a later date.

**Dunmow triathlon** in September**. -** Alison, Fiona and Sarah may take part.

1. **AOB.** June reported that she had attended Anglia Ruskin University for an interview to help out with student interviews, role play exercises etc. and had been accepted. Members were reminded that they are welcome to apply.

**A Newsletter** will be prepared.

1. **Date of Next Meeting: Wednesday 13th June 2018** **at 2pm** when it is hoped that Paul Bryant, virtual member will be able to attend and meet us all.