

PPG Minutes of 3rd January 2018 Meeting

<u>Attendees :</u>	Sarah Brown (SB) Keith Tucker (KT) Michael Vass (MV) Deborah Skinner (DS)
<u>Welcome</u>	SB opened the meeting and wished everyone a Happy and Healthy New Year
<u>CQC Visit</u>	SB informed the meeting that due to surgery staffing issues the CQC visit had been rescheduled for Friday 2 nd February 2018. It would be helpful if any PPG members who were free would attend the surgery on that date in case the CQC wished to speak with them. MV indicated that he would be away on that date and SB promised to send a reminder prior to the 2 nd Feb to all members.
<u>Staffing</u>	SB provided an update on recent staff changes, new members of reception staff are Kim and Sam. The meeting was also informed that, with regret, Dr. Best will be retiring at the end of March but that Dr. Ali (a previous GP registrar) would be joining the Surgery on the 2 nd Feb. The meeting discussed the pressure currently being felt by all the surgery staff which is not being helped by the number of new patients joining the practice as a consequence of the large new housing developments at Tollgate and adjacent to the London Road. The PPG members asked SB to see if the PPG could help further by, say, providing admin type support for the surgery.
<u>Missed Appointments</u>	The meeting was shocked to note the level of “missed appointments” which numbered 175 in November and was expected to be higher in December when the figures had been collated.
<u>AOB</u>	None

The meeting closed at 1.45pm.