

Minutes from PPG meeting 19.01.2018

Attended by Caroline Lowe Winstree Medical Practice, Jo Letch Winstree Medical Practice.

Maura Broad, Christine Norton, Susan Cowell – PPG Members

Item	Notes	Action
1.	Previous minutes	Agreed
2.	Opening of meeting. CL explained that Diane Balcombe had left the practice and Celia Crossley had stepped down due to ill health.	
3.	CQC report. It was noted in the CQC report that the surgery “requires improvement” on being responsive to people needs, but we now have an overall rating of “Good”	We are in the process of having a “we are listening board in the waiting area, we are taking all the comments from the patients and trying to change things to improve for the patients and surgery.
4.	CL read out a statement from MB – attached. MB asked if we could ask patients to fill in a questionnaire, CL explained to MB that we already ask patients to fill the Friends and Family questionnaires and would be unfair on patients to ask them to fill in more questionnaires.	To continue with Friends and Family questionnaires.
5.	New staff – CL informed the PPG of new staff, we have recruited new reception staff and new clinical staff. RB is an apprentice on reception. JL is Reception and Admin. VW is an advanced Nurse Practitioner and specialises in palliative care and is based at both Stanway and Malting Green surgery.	
6.	A & E have a GP who is there 10am to 10pm 7 days a week.	
7.	The PPG are looking at holding a coffee morning at the malting green surgery around May time.	
8.	The surgery has a new GP care advisor, Gilli Geiger who has taken over from Tracey Hogg as of 22.01.2018.	
9.	The surgery will be inviting Age concern to come along to the next PPG meeting.	
10.	The date of the next meeting will be Friday 16 th March 2018 at 11am.	