KINGS PARK PPG MEETING HELD ON THE 27TH APRIL 2016

**1. Present:**

**Pat Birch acting chair, Sue Shepherd,Dr Whittington,Tony Dawson, Kay Dawson,Sidney Giles,Graham Cooper, Paul Harrison, Martin Johnson, Anita Rae,James Rayner, Anita Rayner**

**2. Apologies:**

**Yvonne Harkin, Anisha Patel, Danny Holmes**

**3. Minutes of last meeting:**

**Agreed and seconded as a true record**

**4. Matters arising:**

**None**

**5. Report on PPG Account.**

**Sidney as acting treasurer reported that the problem with the TSB had been resolved regarding change of signatories to Patricia Birch and Sidney Giles, and, that we now have access to our account. Our balance stands at £1,318.26.**

**6. Practice update:**

**Sue reported the following:**

**3 more admin staff to be appointed. The new phone system is installed and working, the new number for Kings Park surgery if 0300 300 1573.**

**To speed up appointments their lead nurse will be doing 3 days a week in the GP section.**

**On Friday a new prospective GP looked round the practice . Dr Kidman will doing more sessions. Regarding appointments ,a new system is to be trialled in the next few weeks, it will be telephone triage, where you can ring and a doctor will call you back.**

**On reception they now have a board telling walk in patients how long the wait is.**

**She also reported on the CQC inspection that was held a while ago and that it went very well. Have to wait for the report.**

**7. Complaints:**

**There have been some complaints regarding the phone system. Anita Rayner complained about the problems she had recently trying to make an appointment also that you can only book one appointment on the online booking system, and as she needs regular appointments found it a problem, she would liked to have been able to book all her appointments in advance.**

**A Complaint had been received and we will be informed at the next meeting of the outcome.**

**8. Events:**

**An Easter lucky dip was held on Good Friday, unfortunately we only made £12 but it was a good day and my thanks to Tony, Sidney and Kay for coming along and helping me.**

**As well as the future charity collections mentioned in last months minutes it has been suggested that we also add the following**

**Diabetes and Asthma research, the members who recommended them have been asked to bring information and hopefully a collecting tin to the next meeting, also Graham to obtain the same for Brain Tumours research.**

**9. CCG/Perf meeting:**

**Unfortunately Pat was unable to attend the last meeting in March due to sickness, we will have to await the minutes towards the end of May. The next meeting will be held on the 25th May.**

**10. Garden project:**

**Now we can access our account it was decided to proceed with finishing the project off. Sue will speak to NHS Services to get clearance for a new place for the bench and, also will purchase some small trees to put in the two remaining planters, Pat has a large bag of bark, need to purchase pebbles ,nappies for moistening and compost.**

**11. Website:**

**Paul asked Sue about access to the Hurley website as our site needs updating, Sue asked him to send anything that needs amending to her as she can access it. Paul to email members with his suggestions as to what could be added to it.**

**12. A.O.B.:**

**The forthcoming AGM was discussed, Martin advised that the agenda needed amending as more needs to be added, this has been done.**

**13. Date of next meeting is 18th May which will the the AGM followed by our normal meeting. The meeting closed at 8pm**