

## CEDAR BROOK PRACTICE

### PPG MEETING

#### MINUTES 6<sup>th</sup> FEBRUARY 2020

#### 1. Approval of minutes

Minutes of meeting held on the 27<sup>th</sup> June 19 June 2019 were approved, no amendments.

#### Matters Arising

- Sue W has started to collect member's profiles, including picture if desired. It was agreed 50 words maximum. Thank you for those who have already done.  
A notice board to be put up in the waiting room with members profile and picture and also to be added to website. Notice board has been purchased.  
Graham has kindly agreed to help with this.  
Some discussion also took place as to whether there should be a staff notice board with photos of members of staff and also their details added to website. Staff would have to be asked. **Still to be actioned**

#### 2. Election of Chair Person

GH has resigned as Chair Person. He has asked me to pass on his thanks for all your support and participation during his tenure and to put on record his sincere gratitude to Sue for the great support she and the practice have been to him during his time as Chair Person.

BE has kindly agreed to be Chair Person for the interim period.

Sue W asked the meeting if a virtual meeting would be the way forward for the future but after some discussion it was decided to keep to the same format for future meetings.

#### 3. Telephones

New telephone system has now been installed. Some patients are not happy with the new system. Feedback from patients is that the message on the front is too long and confusing. Also Patients are not keen on being told for example that they are "number 10 in the queue". It was agreed that the PPG members will conduct a survey to get feedback on issues and ideas for improvement from patients.

Also there is a need to educate patients on using technology available e.g. Patient access, booking appointments on line, using self -arrival check in and using the apps. – **PPG to action**

#### 4. Praying in the Practice

Sue W asked for the meetings opinion on people praying in the practice. Some discussion took place and ideally a praying room would be needed but Sue explained that the Practice has no spare room for this. So it was agreed that the back of the Seminar room be used.

## 5. Practice Update

- Dr Sue Thurlow – Sue advised the meeting that Dr Thurlow will be retiring at the end of March. The practice has advertised for a new salaried GP as her replacement. The PPG would like to buy a gift for Dr Thurlow, Sue to ask for ideas from the other Partners. – **SW to action**
- Friends and Family – positive results.

## 6. AOB

- Review date on prescriptions not updating – **SW to action**
- Carers – Advised meeting that Justine Groom was our Carer Champion. It was suggested that maybe a Dementia Champion could be appointed.
- Dr Sira – was praised

**DATE FOR NEXT MEETING – To be decided**