**MINUTES**

**MEETING OF THE PATIENT PARTICIPATION GROUP**

**HELD ON TUESDAY 1ST NOVEMBER 2016 AT 19:00**

Present

Staff:- Liz Wilson – Practice Manager

Caroline Moyses – Admin

Dr Tom Weake – GP

PPG Members:- Laverne Caddy – Chair

Katie Sainsbury

Lesley Clayton

Liz Keasley – Joint Secretary

Margaret Estlick

Paul Lindsay

Ruth Varker – Joint Secretary

Apologies:- Liz Keasley

Rik Evans

1 – Minutes of last meeting

Minutes of last meeting held on 8th September were agreed.

The new Surgery computer system is working fine, it went live last Tuesday & feedback has been all good. There were some teething issues with the phones initially and also some problems with the UPS. The Check-In system is now working.

2 – Correspondence – None & nothing received by email. Payments for PPG membership are due soon.

3 – E-Consult – We managed to conduct extra surveys on the day, but only 2 out of 4 phone calls were successfully undertaken. 1 person didn’t answer the phone, the other asked to be phoned later, but again didn’t answer the phone when we phoned back.

Laverne Caddy suggested we could promote the E-Consult system more. Perhaps some PPG members could come into the Surgery to promote it. Paul Lindsay asked if a message could be added to the Surgery ticker boards to inform people about it.Laverne Caddy suggested that the members could meet up before coming into the Surgery to familiarise themselves with the system.

4 – Any other business - Nil

5 – Next Meeting – Thursday 5th January 2017 – 19:00.

Paul Lindsay gave his apologies for this meeting.

The meeting closed at 20:05.

Minutes taken by Ruth Varker