**The Meads Patients’ Participation Group**

Minutes of the PPG Committee meeting held on Thursday 4th October 2018 at The Meads Medical Centre, Bell Lane, Uckfield from 6.00 to 7.05pm.

Present: Trevor Nash (Chairman), Jenny Eadon (Deputy Chairman), Merrill Plowman (Secretary), Peter Griggs, Ian Muldoon, Carol Muldoon, Caroline Penman and Gabriella Paterson-Griggs.

Also in attendance: Dr Duckworth (until 6.30pm) and Charlotte Luck

**Minutes of the Last Meeting**

The minutes of the meeting held on 9 August 2018 were agreed as a correct record.

**Matters Arising**

*Every Day First Aid* – CP reported that she had made contact with the Red Cross and they can put on two x 2 hour sessions. It was agreed that the sessions be put on at the surgery on a Saturday morning and priority be given to Meads patients. CP to book the dates and provide PG with wording for invites.

**Action: CP to arrange dates and PG to send out invite**

*Sign in Screen* – CL reported that the waiting times had been removed from the sign in screen.

**Practice Report**

Charlotte Luck gave the Practice report as follows:

* Staffing – a new clerical assistant joined the team on 20/09/18. A paramedic vacancy had arisen as Jason had left.
* Doctors – a new GP had been recruited - Dr K Ellis, who would be joining the Practice from 1 November 2018 as a partner. He was currently a locum at the Practice.
* Improved Access Service – until 3 November the Practice would be offering improved access as part of a High Weald, Lewes Havens CCG initiative. This would enable patients who struggle to visit the surgery during normal working hours to attend appointments between 6.30pm - 8pm Monday to Friday and 8am - 12noon on Saturday mornings.

**Communications Report**

PG updated on the social media activity since the last meeting. He also reported that a patient had suggested that the practice manager and the GPs ring the Surgery posing as various types of patients to ensure the messages on the telephone system and the staff responding to the calls are dealt with appropriately. CL agreed that would be a good idea and would action it.

**CL to action secret shopper**

The content of the phone message that those phoning the surgery listen to was discussed and it was agreed that it should be updated and be more positive. All suggestions for wording to be sent to CL.

**Action: All to send wording suggestions for phone message to CL**

**Treasurer’s Report**

PG reported that there had been no spend since last meeting so the balance in the account was still £500. It was agreed that these funds should be used to purchase equipment that could be used for promotional events such as a projector screen and gazebo etc.

**Fundraising for Doppler Ultrasound - Progress**

IM reported that the community token scheme at Waitrose had raised £340 towards the equipment. An application had also been made to Tesco under the Bags of Help scheme but a response was still awaited. Further fundraising would be taking place at the last two flu clinics. It was agreed that the next equipment to fundraise for would be a micro spirometer which cost in the region of £1199.

**Bird-in-Eye Working Group**

No response had been received from the Bird-in-Eye PPG with regards to joint working. However, it was agreed not to pursue further at this point as priority should be given to raising funds for The Meads.

**Flu Clinics**

CL reported that it had been necessary to add an additional clinic on 3 November. It was agreed that the money raised from that clinic would go towards equipment for the surgery. The first clinic had been well attended but the donations had yet to be counted.

It was noted that a measles inoculation was also being offered to patients as the disease was on the increase.

**Dementia**

CL reported that a doctor and nurse from the Meads would be attending a training session on 19 November in respect of the Dementia Golden Charter initiative. PG informed the Group that an invite had been given for a representative from the Group to attend the next meeting of the Uckfield Dementia Forum. It was agreed that PG would attend (JE to also attend if possible).

**Action: PG and JE to attend the Uckfield Dementia Forum**

**Future Projects**

It was agreed that the PPG should promote itself, the Surgery and Healthy Lifestyles at events being held in Uckfield over the next year. PG agreed to find out what and when the events would be held.

**Action: PG to create list of suitable events being held in Uckfield over the next year**

It was suggested that a further fundraising event could be held prior to Christmas with mince pies and carols possibly on 13 December. CP to investigate.

**Action: CP to see if event feasible**

**Any Other Business**

Annual Health Checks - CL reported that the free NHS health checks are being offered by the Practice to all those in the 40 – 74 age range.

Surgery Website – CL informed the Group that Dr Ellis had kindly offered to take on the project of updating the practice’s website.

**Dates of Next Meetings**

* 6pm on 6 December 2018 at the Meads