**Meads Patient Participation Group**

**Minutes of Committee Meeting at Meads Medical Centre Tuesday 30th August 2022**

**Present:** Roger Isaccson{Chair), Jenny Eadon (Vice chair), Caroline Penman, Ian Muldoon, Carol Muldoon, Janine Williams, Ray Yamin, Merrill Plowman (Sec)

**Apologies:** Simon Lawrence (Practice Manager)

**Minutes of the last meeting on 20th June 2022 and Matters Arising**

Minutes accepted. Public liability insurance being followed up by RI

**Practice Report**

There being no representative from the practice at the meeting, no report was available.

**Shortage of availability of GP appointments**

This is a matter for concern to many patients which has been brought to the committee’s attention. As we were not able to have the benefit of the Practice’s input at this meeting, the committee discussed the likely causes and how this could be alleviated.

We are aware that this is a general problem in many practices at the present time.

As representatives of the Meads patients, the committee had learned that many patients were unhappy with the time it took to get through to a receptionist, only to be told no appointments were available. It was felt that some of the younger/newer receptionists were not equipped to deal with patients’ frustration and that there is a need for further training, both for the wellbeing and support of staff on the front line and to give support to patients who feel poorly served by the Meads.

**Storage Container Fund**

The Lions have donated £500 towards this project.

**Flu/Covid booster vaccinations.**

These are currently scheduled for mid -September and October.

**Logo Competition.**

All the entries submitted for this competition were considered by the committee and two designs were shortlisted for the final choice to be made by the Practice partner and practice manager.

**HWLH PPG Forum**

CP reported on a meeting of the Forum. It appears that each PPG has its own Constitution which vary in set up. It had been proposed that each group should look at presenting five bullet points in their constitution to the Forum for consideration.

**Proposed AGM on September 26th**

It was decided to hold the meeting in the Ashdown room in the civic centre, if available, from 6.30-8.30pm.

Posters to advertise the meeting at least 2 weeks before the event to be made available as notices in the waiting rooms. Also on PPG Facebook page and on Meadsppg newsletter.

A meeting to be held on 19th September to finalise details for the AGM and nominations of Committee officers.

**NEXT MEETING: Monday 19th September 6pm at the Meads.**