**Minutes of PPG Meeting 14 June 2017**

Present: Dr Andrew Duckworth, Tina Desouza, Trevor Nash, Patrick Hall,

Jenny Eadon, Caroline Penman, Ian Muldoon

Apologies: Peter & Gabbi Griggs, Merrill Plowman.

Matters arising from last Meeting – none

Practice Report from Tina:

Appointments are currently available 14 working days ahead (roughly 3 weeks). Every day new appointments are added onto the system for patients to book in advance. Additionally there are a few doctor appointments made available 48 hours ahead, for more urgent (but not paramedic) needs, these are also released daily. Paramedics’ appointments are still on-the-day urgent cases only. There are 2 paramedics on Mon, Tues & Fri, with one on Wed & Thurs.

Bookings online are to be encouraged. Patients registered online are currently about 17% of total. There is a National target to reach 20% by April 2018, which we should easily achieve.

We will be losing one salaried Dr at the end of July and another one of our Doctors will be going on maternity leave at the end of August. Both positions are currently being advertised with little response. Locums have been booked (around 70% shifts filled) up to the beginning of November.

Patients are urged to register their mobile numbers so text reminders can be sent. Being set up: an app by which patients can make cancellations, called iplato. PPG will be advised when this is up & running, then we must disseminate this info.

Abusive Patients:

Although signs are on the reception noticeboard about this, there is only minor concern. The practice is simply ensuring teir staff are treated with respect.

Communications Report.

In writing, and previously emailed to members, as PG is absent. Noted that constant emails have been avoided although much went out by social media. CP volunteered to write a proposed NewsBriefing to be emailed, perhaps after getting more addresses during the PPG Awareness Week.

PPG Awareness Week – 19th-24th June

Previously agreed TN sets up in Meads foyer a table & 2 chairs (provided by Tina) on Monday am.

CP brings new roller banner (cost £30) and paperwork including a script for talking which doubles up as a NewsBriefing to email out later, + some feedback forms, the A5 flyers (need to refer to Peter about a fresh supply/reprint) and small cards. Tina to supply some online registration forms too.

Rota – manning first half of the mornings plus later if possible

Monday: TN, 10.30: PH. Tues: PG, 10.30 IM Wed: CP. Thurs CP, 10.30 IM Fri PH, 10.30: JE

Unresolved: who closes down and takes responsibility for the Banner. (CP unable to do this)

Future PPG Programmes:

Not discussed. CP going to NAPP Conference Sat 24th June, will return with ideas hopefully.

State of verge on entry.

This ground is owned by Wealden District Council. TN will contact them re brambles etc. The “overflow” parking at the side of the drive in is dreadful…TN might broach the subject of making good and laying down that mesh which strengthens soft ground for cars. Or, sadly, they might put bollards to stop parking there.

A.O.B.

JE suggested there was too much email traffic over the date of the emergency meeting and the design of the banner. Instead we should delegate decision-making to two of us.

We all sent our best wishes to Merrill Plowman for a speedy recovery from her operation.

Date of Next Meeting:

CP suggested monthly is too frequent. TN suggested 2nd Thursday of every even month, so Aug 10th, Oct 12th, Dec 14th – all 6.30 in Meads. All agreed. *Meeting ended 7.40pm*