

ALDERLEY EDGE MEDICAL PRACTICE
PATIENTS PARTICIPATION GROUP MEETING

MINUTES OF MEETING 31 JANUARY 2018

Present;- Dr. [P Speake](#), Shaun Liu (Practice Manager) Michelle Martin (Finance Manager), Bev Chapman (Chair), MS, CM, SW, HH, RW, RS, JL

Apologies;- KH, GT, JM, CC

Review of Minutes of 14 June 2017

Application to the AE institute for funds – ongoing – Michelle to action asap

Agenda items

Self check-in – needs a notice to be put above it (which has now been done) very easy to use and does not distract the receptionists. The first screen needs adjusting if possible.

Surgery update, flu jab update and new initiatives – see below

Practice update

CQC rated the practice good across the board

5 new receptionists employed – part time

2 new registrars

Dr. [H Hayes](#) back from maternity leave

Appointment waiting times down from 2 weeks to a few days

Flu jab uptake up from last year

Physio (physiotherapist) fit appointments can now be made

DESMOND NHS programme for Type 2 diabetes is in place

Flu Jabs there is a move to have a different flu jab for over 75 yr olds

Flu Jab letters being sent to people who have already had the jab should not get another letter – a glitch in the system at present

Practice newsletter items are sent to homes within the parish boundary and to the village chemists c/o the church newsletter

Other business

Welcome to new member of the group CC

Wednesday's afternoon meetings/training and the practice is closed – this takes place 8 times a year and has been doing so for a very long time.

Practice newsletter 16 February deadline – BC apologies for not sending a reminder

Home visits – time management issue as patient requests coming in late – much earlier calls to the surgery are needed

Confidential agreement discussed

SMS and no shows – much better but needs tweeking

Bev Chapman is to stand down as the Chair after the next meeting – she still will be part of the group. Anyone interested in this position please contact Shaun [Liu \(Practice Manager\)](#).

Next meeting [Wednesday 6 June 2018 at 6.30pm](#)