

## **MINUTES OF THE PPG MEETING HELD ON THE 11<sup>th</sup> JULY 2018**

Attendees – Dr. Hannah Hayes, Shaun Liu Practice Manager, Bev Chapman, SW, RW, JL

Apologies – KH, CM, MS, HH, RS, CC, AH, JM

Travel Clinic – RW

SL advised a new experienced nurse has started and doing induction. The travel clinic will restart at the end of August and will run once a week afternoon sessions.

Blood Tests – RW

Difficulty to find veins. Dr. Hayes advised that patients should drink lots of water and not caffeine drinks before having blood taken.

Questionnaire from CCG - SL

This is located at reception for patients to complete - closing date end of July

Newsletter - SL

Any items to SL and can anyone help with this. SW advised that it does not need to be formatted just sent across to SW or MS who will do this. If anyone can help SL with this please get in touch with him.

Automatic check in - SL

Not popular. Patients miss the last page on the screen and walk away. Dr. Hayes asked if this could be changed. SL to investigate.

GP Update – SL

New trainee GP Dr. Leonor Vital who is a salaried GP. Dr. Victoria Taylor is now back after a short absence due to being unwell. GP extended hours- CCG looking at this – discussions ongoing – in order to alleviate the pressure on A&E

**ANY OTHER BUSINESS**

On line Patient Access BC – booking appointments/repeat prescriptions  
The format has changed and BC and RW stated that they had had initial difficulty logging in – but now resolved. BC asked re patients medical records going on line – SL advised this is not going to happen.

Chair – no one has stepped forward to take over from BC so BC has agreed to continue as chair for the moment. All at the meeting agreed.

Email list – BC to contact everyone on the list to ask if they wish to continue receiving emails/being part of the PPG

Defib training – RW asked re training/demonstration sessions for the patients – open day. There are several Defibs in the village. Practice staff are trained on how to use it. It was felt that this was probably impractical. There are step by step clear instructions on how to use it with the device.

Next meeting – one for the diary - 7<sup>th</sup> November – 4pm – SL to advise if this time is practical from a Doctors point of view. Those present felt this was a better time than 6.30pm but it may be difficult for a Doctor or PPG members to attend. TBN on the time. Please let me know your views on this.