**WYLCWM STREET SURGERY - PATIENT PARTICIPATION GROUP**

**Minutes of the meeting held on 10th September 2019**

**In Attendance:** Juliet Tyler (JT) – Practice Manager, Chris Keeffe (CK) - Chair, Bob Andrews (BA), Tina Sharp (TS), Michael Harding (MH), Julia Roberts (JR)

**Apologies:** Rachel Jones, Chris Branford

**Minutes of the Meeting,** 19th July, 2019 - These were agreed subject to the correction of the spelling of Dr Moulden’s name.

**Practice Manager’s Update:** Dr Moulden is now in post. Dr Edwards is not expected back until after Christmas. Two new receptionists started in August

**Health Board Practice Review** - This picked-up on the problems of access via front doors and discussed the possible availability of improvement grants from the Welsh Assembly. They will support the practice’s application.

The League of Friends are willing to ‘revisit’ their grant if necessary and the PM will contact the surgeries in Welshpool and Llanidloes to find out which contractors they used. She will also get quotes for the re-tarmacing of the car park and white lines as part of the improvement grant application.

**Boots Update:** Chair had contacted the Boots manager regarding the excessive CCTV notices but found their answer unsatisfactory. PM suggested that we request a copy of their privacy notice.

PM to ask if the new pharmacist has completed his qualifications.

TS commented that a customer was told that they should have come into Boots earlier to check about a prescription and queried if this was a new policy.

**AOB: Flu Clinics –** these would be the same format as 2018 – one vaccine fitting all.

TS reported that staff had forgotten she was in the waiting room and she was unable to get out. PM to bring issue up at the next staff meeting and to investigate ‘fire-stop’ mechanisms for the waiting room door.

MH reported that the stroke advisor at the Community Centre was no longer funded. PM to investigate.

Date of next meeting: Tuesday, November 10th 6.00pm at Wylcwm St.

The meeting closed at 6.40pm