**WYLCWM ST PPG**

Minutes of meeting on 7th August 2018

Present

 Bob Andrews RA

 Annie England AE

Michael Harding Minutes MKH

Rachel Jones RJ

Chris Keeffe CK

Julia Roberts JR

 Sue Taylor STS

 Juliet Tyler Practice Manager JT

1] Apologies were received from

 Karen Plant, Gill Pritchard, Tina Sharpe [TS] and Chris Branford (CB)

2] Group membership

AE was welcomed to the Group.

3] Matters arising from previous meeting [12 June 2018}

a) Difficulties arranging health or social care experienced earlier in the year by A, a patient suffering with both flu and diabetes: JT is to meet with Dave Coffey, newly appointed PAVO Community Connecter before completing flow chart outlining local routes to care and support.

b) Response by minor injuries unit to B who hurt herself following a fall from a horse: Further discussion deferred in absence of TS.

c) Mother & grandmother satisfied with medical attention received at surgery though did feel that receptionist had seemed insensitive. JT to follow up with receptionists,

d) Local Pharmacy: CK shared and received an approval for a letter outlining recent concerns about aspects of the service provided by the local branch of Boots. This is to be sent by email to Boots central complaints department.

 e) The markings on the car park are to be refreshed in the near future.

 f) Fund raising for automatic doors. CB is understood to be prepared to organise a Country and Western Event to take place at The Community Centre to raise funds. JT has received advice to the effect that all publicity and tickets must make it clear that any profits will be donated to the surgery and used to pay for electrically operated automatic doors. Further work on the practical and financial aspects of the Event are to be undertaken by JT, CB, CK, and RA.

5] Practice Manager updates

 a) There may be a vacancy for an administrative worker in the near future

 b) The contract for the out of hours GP service is to change but will continue to be provided by Shropdoc.

 c) Patients are to be encouraged to book appointments online to relieve pressure on reception staff.

4] Music in waiting room. CK said that several of people had asked whether this might be possible. JT pointed out that the fees that would have to be paid would make this prohibitively expensive.

5] A confidentiality agreement was signed by those present. Arrangements were put in hand for it to be signed by other members of the Group.

6] It was agreed that CK will chair future meetings of the Group.

7] The next meeting will be on 18/9/18.