**WYLCWM STREET SURGERY - PATIENT PARTICIPATION GROUP**

**Minutes of the meeting held on 22 January 2020**

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

**Apologies:** Chris Branford, Bob Andrews, Rachel Jones

The meeting was joined by Annie England and Ruth Forrester who guided us through their briefing document concerning the new co-working initiative at Knighton Community Centre, including a new Knighton on-line voluntary organisations directory and a training programme for volunteers. Annie and Ruth then left the meeting following thanks from the Chair.

**Minutes of the Meeting:** 12th November 2019 were agreed.

**Matters Arising:** – Boots – There has been no further progress but no major problems.

Online appointments – Practice relies on information about students being available before the rotas can be made-up. JT to monitor.

JT still waiting for a date from the tree surgeon.

Change to Windows 10 went without problems.

**Practice Manager’s Update:**

The Improvement Grant this is now part of the new contact. Under the Healthier Wales Report 2018, ‘Better Access’ is now built into contracts with clear expectations of what to work towards.

90% of calls are expected to be answered within 2 minutes. The practice is looking at alternatives such as SMS and email, e-Consult (again) and developing the idea of EMIS being accessible via the library.

**AOB**: - JR introduced the new Ageing Well in Wales cards.

MH asked for some higher chairs in the waiting room to aid with mobility.

TS agreed to arrange a PPG entry in the new KDCC Directory

**Date of next meeting: Wednesday, 11th March at 6.00pm at Wylcwm St.**

The meeting closed at 6.40pm