**WYLCWM STREET SURGERY - PATIENT PARTICIPATION GROUP**

**Minutes of the meeting held on 9th July, 2019**

**In Attendance:** Juliet Tyler (JT) – Practice Manager, Chris Keefe (CK) - Chair, Bob Andrews, Sue Taylor, Tina Smart, Michael Harding, Rachel Jones, Julia Roberts

**Apologies:** ~None

**Minutes of the Meeting, 15th May, 2019** - These were agreed.

**Practice Manager’s Update:** Recent visit and report of the Community Health Council (CHC). The report did not appear to list everything and some issues appear to have been misunderstood by the CHC. However, a new toilet sign and bell/alarm for the disabled toilets are now being installed.

The new GP partner, Dr Alistair Maudon, is due to start on August 12th.

Dr Jennie Edwards will be off until at least the end of September.

Building works are due to start at the end of July.

Knighton Hospital League of Friends are donating £2000 towards the cost of front doors but as the previous quote has now risen to £7500, JT is looking for new quotes!

**Boots Update:** The newly appointed branch manager has now left Boots although the practice was not informed at the time and there is some confusion as to who will be the first point of contact in the future. CK to write to write to area manager for clarification.

The new pharmacist is now in post but has yet to complete his qualifications.

**AOB:**

A member of the PPG expressed concern over being asked inappropriately for details of an appointment.

A member of the PPG reported that they found the tone and amount of notices displayed in Boots regarding CCTV and interaction with staff intimidating.

The Neuro-café is up and running but needs more users.

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

The meeting closed at 6.32pm