

**Heath Lane Surgery Patient Participation Group (PPG) Meeting
And AGM 26th July 2012**

Apologies:

Wendy Edwards, John Brown, Jackie Telford, Eunice Ward, Ann Walsh.

Present:

Margaret Stevens, Roger Ellis, Diane Lucking, Gethin Jenkins, Hazel Thomason, Stewart Watson, Ann Sowman, Jane Pearce

Election of officers for the coming year	Chair – Roger Ellis Vice chair – Margaret Stevens Secretary – Wendy Edwards The committee will stay as it was for the last year
Walking for Health	Roger reported that John had not been well and had been unable to go on the walks. The group was still going strong and the weather has been kind on Tuesday mornings.
Practice update	Dr Jenny Tura will be retiring at the end of September. Appointment of two new salaried G P's Dr Carola Sander Hess and Dr Rami Karthikeyan. A new receptionist Linda Man has been appointed and Jules Hudson is leaving. The surgery is advertising for a part time practice nurse and two new receptionists
Notes from PPG Chairs meeting	Roger went to the meeting, which was well attended. In future there will be at least two meetings a year. The next one is on 3 rd October, the venue has not been decided.
Patient satisfaction Survey 2012-2013	These questionnaires will be given out at flu days, Roger wondered how many patients booked appointments on line and if more appointments could be made available. Hazel reported that receptionists are still not giving their name when they answer phone calls and not asking if an appointment is needed or if the problem can be dealt with by a phone call from the doctor.

<p>Contacting virtual PPG group</p>	<p>Some members cannot be contacted because of problems with e mail address's Roger suggested sending letters by post Hazel thought that the web site should be brought up to date with much more information about the surgery and also asked about electronic prescriptions.</p>
<p>Any other business</p>	<p>Dr Jenkins thanked members of the PPG for their contribution for another year.</p>
<p>Future meetings starting at 7pm</p>	<p>27th September 2012 29th November 2012 31st January 2013 28th March 2013 30th May 2013 25th July 2013 AGM</p>

Date & Time of the Next Meeting

Thursday 27th September 2012, 1900 hours at Heath Lane Surgery.