**The Cedars Surgery PPG**

**Minutes of the 16.9.24 held at Walmer Council Rooms at 17.00**

**Attendance**

Colin Hutchens

Gerry McMullan

Judith Nichols

Sheila O Connor

Richard Styles

Su Everett

**Apologies**

Margaret Robin

Marsha Horne

**Meeting**

This meeting was lay members only. Michelle Liversidge and Suzanne Oliver were aware of the meeting and asked that meeting was minuted.

1. **Format of meeting**
   1. Sheila O’ Connor (SO) the PPG chair proposed that the PPG meetings are held bi-monthly. There will be a meeting Mid-October (week of the 7th of October) and at the end of November, confirmation by SO after consulting with Michelle Liversidge and Suzanne Oliver. Meeting dates to be set a year of advance.
   2. The meeting will to be kept to an hour. Su Everett (SE) will keep minutes, and Richard Styles (RS) will do this in her absence.
   3. All meetings to review actions and minutes. SE will email the meeting details and agenda in advance. The agenda will include ongoing items.

* An update from the practice to include staff, changes in procedures.
* An update on the noticeboard Gerry McMullan (GM) to lead on the noticeboard.
  1. The issue of a doctor attending meetings was raised by the group, it was felt that attendance would facilitate communication. Judith Nichols (JN) said that the last time a doctor attended a PPG Meeting was 2009.

1. **Issues raised.**
   1. There was a discussion on the length of queue at reception. Both SO and SE said that they walk to the surgery to make an appointment, as the phone timed out and it was difficult to get through at peak times.
   2. What is the length of time for an appointment. **Action:- to be raised at the next meeting.**
   3. There was interest in the change of the surgery’s website, but no one can find information on the PPG on the new website. **Action:- to be raised at the next meeting.**
   4. SO discussed the newsletter RS and SE had not seen it. The newsletter was commended by the group, it is hoped that this will all save time for staff at the Cedars. The newsletter is not available on the website, it was felt that this would be a useful addition to the website and could be added to a named tab. There was a discussion about when the newsletter was given out, it is unclear how accessible it is to patients. SE suggested that the newsletter could be emailed to patients along with other information like the flu programme. JN suggested that the newsletter is given to new patients. **Action:- to be raised at the next meeting.**
   5. The CQC findings were discussed – The Cedars are the only practice that was inspected whilst the other surgeries in the area were desktop events. When is the next CQC. **Action:- to be raised at the next meeting.**
   6. The issue of confidentiality and the open reception was raised, the group had received complaints from other patients outside the PPG who are unhappy with the lack of confidentiality. **Action:- to be raised at the next meeting.**

**Actions.**

* 1. What is the length of time for an appointment. **Action:- to be raised at the next meeting.**
  2. Where is the PPG on the website? If it is not on the website, can it be given a tab with the newsletter included? **Action:- to be raised at the next meeting.**
  3. Can the newsletter be added to a tab on the website? Who is it being given too? New patients **Action:- to be raised at the next meeting.**
  4. When is the next CQC? **Action:- to be raised at the next meeting.**
  5. The issue of confidentiality**. Action:- to be raised at the next meeting.**
* The next meeting will be confirmed by SO Friday 11th October 10- 11am at the Cedars, room tbc.