

PATIENT PARTICIPATION MEETING

TUESDAY 27th FEBRUARY 2018

MINUTES

Present: Dr Tee, Annie Taylor, Kate Williams, Yvonne Dolton and Robert Giles.

1. Apologies received from Jane Page, Brian Sleafer, Gaenor Jones, Gwen Salmon, Roselyne Bloomfield, Vic Ranger Judith Harrigan, Gordon Crawford, Kay Silcock and Roselyne Bloofield.
2. Minutes of last meeting (12/12/17).
3. Matters arising (see below)
4. DNA up-date –Handout given and discussed. Looking better in comparison with last year's figures .
5. Suggestion Box – None this month.
6. Fund Raising Group – with Jane leaving the group – the view was to remove from agenda.
7. Neighbourhood Plan (Felsted) – update

Dr Tee reported that Bury Farm was the preferred site by partners, which is on the left after Flich Green before the first house on the left on the road to Felsted from Great Dunmow.

The other sites have transport implications with Felsted School traffic.

Dr Tee showed a plan of where the surgery would be situated.

The Memorial Hall site is the choice the Neighbourhood Group would prefer.

8. On line Access – Still being supported well. We now have 13% - 20% needed by end of March. Annie explained the benefits of the online access for the patients.
9. NHS Choices – Annie requested that patients go online to leave comments on the surgeries performance good and bad.
10. Complaints- None.

11. AOB- RG requested that photos of all staff be displayed in the surgery so that patients will know who they are - either seeing or talking to.

RG asked if there is ever a comparison done between surgeries. Annie explained there are ratings on the website which are given by the Care Quality Commission. Surveys are completed by NHS England. Clinicians and non-clinician attend meetings with other surgeries in the area on a regular basis.

Annie reported –Jane Page and Kay Silcock are retiring from the group, so we need to advertise for three new members to join the group. We can advertise on the waiting room TV screens and put onto the practice website.

Annie thanked Mr Giles for coming to his first meeting and apologised for the poor attendance putting it down to the weather, but we hope to see him at future meetings.

Meeting Closed 13.40

**Next meeting Wednesday 23rd May 2018
At John Tasker House.**