Minutes of the meeting of **Cobbs Garden PPG** held at Cobbs Garden Surgery

**Tuesday 19th August at 18.00**

**Present:** Marilyn Hubbard (Chair), Tony Lamming, Sue Lamming, Jan Oates, Dee Dookhie, Brian Conibere, Richard Hubbard, Steve Clark, Jane Brushwood, Dee Bethune

**In attendance:** Chris Herman and Debbie Murphy

**Apologies for absence:** Charlotte Quarrie, Liz Conibere, Kate Wilson

**Declarations of interest:** none

**Welcome:** Maz welcomed everyone to meeting.

**Introduction and vote on new members:** Steve Clark, Jane Brushwood, Brian Conibere, Liz Conibere, Dee Dookhie and Richard Hubbard were formally voted onto the PPG and introduced to all the members of the PPG there present.

**Approval of previous meeting:** Unanimously agreed

**Surgery updates**

**a) Surgery campaign**

Debbie reported on future surgery campaigns which would need a specific noticeboard for pushing the current campaign. This would push specific campaigns like prostate cancer awareness, blood pressure awareness. This could involve meetings and social media and a drive for self-help, prevention, not cure.

**b) PPG Patient Survey**

There had been a terrific response to the survey with over 1500 responses which is about 15% of patient numbers. The last batch of online surveys out at the end of August. The end date for responding is 31 September. Many people had expressed an interest in joining the PPG. Tony and Dee B to meet and look at and collate of answers first week in October. Results of the survey to be published on social media, the Phonebox and available in the surgery. A flyer to be created with the results and to let patients know how to join the PPG.

**c)** **DNA update**

Debbie explained that help was needed in collating DNA figures to help patients understand the impact and cost of missing appointments. Tony requested numbers and cost of missed appointments. Patients should be reminded of appointments and generally informed of the time scale for cancelling and appointment. A late cancellation doesn’t provide time to fill the appointment by another patient. Saturday DNAs are not in house so cannot be counted.

**d) Staffing update**

A new medical secretary has joined the practise and will perform front of house and administratively.

Chris reported on other staffing matters which were confidential.

**e) Surgery expansion update**

There was a brief report on the progress for surgery changes which were confidential.

**PPG Housekeeping**

**a) PPG home visits**

It was not possible for Sue to carry out visits to individuals and she will now survey existing provision for older single people and try and find a way in to help. She is more interested in helping people who are vulnerable and alone and don’t or can’t use any of the dedicated centres.

It was agreed that there should be an audit of help providers in the town. The town council has information on its web site. Dee B to send OTC information to Debbie.

**b) Surgery Noticeboards**

PPG to contact Olney is Kind to see if they can fund new noticeboards for the Surgery and for the PPG.

**Date of next meeting**

**October 14 at 18.00**