**Agenda & Minutes for PPG meeting 5.12.19**

***Please can all attendees be aware that this meeting is to discuss the practice and the direction the practice and patients wish it to develop. We cannot discuss personal, medical or individual issues due to Confidentiality. If you wish to discuss any issues, as above, please arrange a private appointment with either the Practice Manger or Doctor separately, thank you for co-operating***

**Attendees**

Dr A Dasu Kath Wild Pauline Allen Zofia Olewinski Ramolaben Jinabhai

Firyal Atchia David Livsey

**Apologies**

The meeting started with everyone in the room introducing themselves.

**Today’s meeting is to discuss:**

1. **The Closure of Frenchwood Surgery:** Dr Dasu explained that the merger was working well apart from a few minor issues. However he explained that we had been informed 3 weeks ago by Lancashire Care that they were pulling out of the Health Centre on the 1st December. This had forced the practice to revaluate Frenchwood Surgery and it had been decided to close Frenchwood Surgery on the 20th December. Dr Dasu explained that this was due to staffing issues now that we had to man the main reception in the Health Centre and would now have enough clinical rooms to run the surgery from one site.
2. **Informing Patients:** It was explained that since we took over Frenchwood Surgery last March we had placed posters and had previous meeting to discuss that Frenchwood would close at some point. However we have placed posters stating the Closing date inside both Surgery’s building and in the Local Pharmacists. We also have placed large posters in both the Frenchwood’s front windows. We also hoped that the PPG members would spread the word
3. **Clinical Access:** The PPG members were concerned about access to clinicians. It was explained that the phone at Frenchwood Surgery would be diverted to Avenham Surgery and all clinicians would now work from Avenham Surgery. We also explained that Dr Arif would continue to work at Avenham Surgery with the same clinic times. There would be more access to a varied clinical base including GPs, ANP, Practice Nurse, Clinical Pharmacist and HCA.
4. **The Phones:** It was mentioned about the phone lines being extremely busy and Dr Dasu stated that we have approached the CSU to have a “hunter system” installed on the 5 reception lines, this means that the phone should not ring engaged but move around the phone to be answered. Dr Dasu explained that he had asked for a queuing system but unfortunately that is not available at present due to capacity if the CSU sever. We have made the CSU aware that we want the queueing system as soon as possible.