**ST THOMAS ROAD SURGERY**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING**

20th March 2014

**Present:** Dr Roberts. Nick Brown, Practice Manager. Jan Power, Chairman. Christine Gill, Secretary. Graham Isherwood, Margaret Roberts, Janice Cameron.

**Apologies:** Tony Lumb, Dick Taylor, Mick Clayton, Ana Walters.

**Matters arising:**

1. The Practice had now passed the C.Q.C. Inspection.
2. When the new telephone number 01977 801363 is used, the line does not always connect to ‘Option 1’
3. The new number is to be publicised more.
4. The Practice has been told that it can no longer use the term ‘Doctor First’ when a Doctor responds to a patient’s telephone call, as this number is a trade name for a business. It was suggested that the name be changed to ‘Doctor Call Back’
5. G.P.s are to be issued with new contracts and new ways of working. This would include new working hours over a seven day week
6. A group has been set up and led by Stephen Eames to attempt to sort out hospital out-patient appointments.
7. A group called ‘Dementia Friends’ has been set up by the Alzheimer’s Society.

**Date and time of the next meeting:** Thursday 8th May at 1.00pm.