**ARDEN MEDICAL CENTRE**

**Annual General Meeting of the PPG held on March 19th 2019 at 7.00 pm**

1. **Introduction and Welcome**

* **Present**  Dr C.Bailey

Jayne-Anne Jolley, Practice Manager

Richard Birkin

Simon Johnson

Catherine Sewell

Peter Turle

Glennis Portsmouth

* Apologies; Ibrahim Shefik

Carol Linfield

* Jayne-Anne introduced herself and outlined her previous work experience including practice manager at another surgery.

1. **Election of Chair**

Richard is happy to continue in office. Proposed by Peter Turle

1. **Minutes of last meeting held on December 11th 2018**

These were read, approved and signed.

1. **Business arising**

Nil to report

1. **Patient Survey**

* Very satisfactory responses
* High proportion of patients able to make telephone appointments but a few experiencing some difficulty
* More on-line appointments to be made available, aiming to reach 25%
* The chairman gave a vote of thanks to the staff for their input and help

1. **Staffing update**

* Debbie Truman: New nurse started in September, working all day on Mondays and Tuesday mornings
* Jane Lobban: works all day Thursday and Friday afternoon
* Amanda Villarreal, Health Care Assistant: works Wednesday and Friday morning.
* Jemma Bradley has joined the admin team as a summariser and other admin tasks

1. **Practice updates**

* Tuesday community hearing clinic will be discontinued
* More on-line appointments to be made available
* Local changes to the anti-coagulant service relating to warfarin: a hub centre model will take place with our patients attending the Dorridge hub centre. New type of drugs will be introduced firstly at Dorridge centre and then referred to our GP clinics
* Primary Care networks will come together with other surgeries. Details yet to be put in place including District Nursing and Social Care
* Patient numbers are increasing by about 10 a week: Total now 4,700. This is manageable

1. **CQC Update**

a member of the PPG will be available for interview by the CQC member.

1. Any other business; none
2. Next meeting; June 18th 2019 at 7.00 pm