**MINUTES OF THE PPG MEETING**

**MONDAY 16 APRIL 2012**

**Present:** Dr. Mike Dowling

JG

MW

DW

**Apologies:** Melanie Chenoweth

SS

CS

RM

SL

**Issues discussed:**

* **Election of Chairman and Secretary**. DW very kindly agreed to be interim Chairman. He felt that this was a role he had engaged in too often in the past, but would stand in until a new Chair could be found.
* **Telephone system**. The system was installed free to the surgery by NEG in 2007, at a time we could not afford a BT system, which would have cost in excess of £15,000. We are tied into a contract for 7 years, but when this expires we may well look at a local number. However, with all the recent expansion the budget has been yet again stretched to the limit. Of all complaints we receive (which is very few), the phone system accounts for 50%.
* **Encouragement of new members for the PPG**. Dr Dowling said that he and Dr Bloemertz would continue to seek new recruits to the group, to make it more representative of the practice population.
* **Practice to become a training practice from August**. Dr. Dowling will be stopping his Weds. Teaching on the GP Scheme in Plymouth to spend more time at the practice. The list has continued to expand and now numbers 3,400. This will mean the presence at certain times of GP trainees in the surgery, and patients will be offered appointments with them. They will be Doctors who have a minimum of 2 years Postgraduate experience, some much more than this. We hope that this will not only help patients by offering more appointments, but also ensure the practice is up to date and progressive. Dr Dowling will be the main trainer, but the whole practice will be involved in the teaching. We are all enthusiastic about it. There will be a practice inspection visit by the Deanery on 25.7.12.

Dr Dowling has typed up the minutes (as no secretary present).

**NEXT MEETING – MONDAY 16th JULY AT 6.30pm**