

	<p>d. Think Action <i>Help for patients to access mental Health Services locally. Some doubts expressed by those using the service if it was really effective</i></p>	
<p>5. Practice Update</p>	<p>a. Services update <i>See Matters Arising</i></p> <p>b. Staff <i>DP reported the surgery has recruited a new Nurse and HCA to replace two members of staff who had moved on. Two new receptionists being recruited to the admin team as well as a new medical secretary</i></p> <p>c. Telephones <i>A new telephone system had been ordered and is awaiting installation from the current supplier, Opus. This includes an expansion of the number of lines at the surgery.</i></p> <p>d. Communications – <i>The CCG had commissioned a new appointment messaging service for Merton which will be used from next month The Practice is also seeking a new more interactive website</i></p>	
<p>6 Continuing Priorities</p>	<p>a. GP Involvement at PPG Meetings All felt a GP should attend the meetings so they knew what had been discussed. DP confirmed the minutes and personal feedback is given by him at Practice Meetings and most operational issues are deferred to him</p>	<p>DP will make the practice aware of the groups' wishes on this.</p>
<p>7 Any Other Items</p>	<p>a. TL had noted that some of the appointments for the Advanced Nurse Practitioner were for 5 minutes, not 10.</p> <p>b. EC noted the Fire Marshall lists still contained the last manager details <i>DP advised the team are reviewing fire arrangements generally</i></p> <p>c. It had been noted that automated prescriptions are not always ready. DP advised this was not actually automated by merely a diary reminder by the Pharmacist and needed their action to request the medication</p> <p>DP also confirmed the 48 hour process for issuing repeat medication started from when the practice receives the request</p> <p>d. DP confirmed the waiting room information had been updated and the PPG now had its own promotional area to utilise at it saw fit</p> <p>e. All felt the clinicians coming to the waiting area to call their patients needed to speak clearly and loudly when calling patients as it was difficult to hear them sometimes</p> <p>f. EC was very grateful for the help she received from Dr Gibbs and Sandra (reception manager) and Reception</p>	<p>DP will review with the team</p>
<p>8 Next Meeting</p>	<p>Tuesday 12th September 2017 @ 5:30pm</p>	

