**Farley Road Medical Practice PPG**

Brief Minutes of the meeting on 15 September 2016 held at the Practice meeting room

1 Those attending: Dr W Jasper, Biman Ghosh, Linda Myles, Kate Dawson, Karen Thorne,

Linda Oram, Noel Urwin, Colin Burtwell, Sue Gifford, Christian Wilcox.

2 Biman welcomed all, is very happy to act as the Chair for a year and will stand down in September 2017. He requested all to address their comments to the Chair.

3 Noel summarised the main issues that were discussed at the Open meeting. The main points were : Pressures on the Practice, Appointments and Consultations, Quality of Consultation, Review of Urgent Care, Developments in Croydon CCG and Future activities of PPG.

4 Noted that the next Newsletter should contain an item on ways of Cancelling Appointment.

5 Noted 111 service may be useful if you are unsure and require advice.

6 Noted PPG may not be able to help Lonely People directly, but provide information about what help may be available.

7 Noted PPG members may help with the next Patient Survey.

8 Noted CCG AGM to be held on 20 September, Noel may attend.

9 Next informal meeting 12 October at 9.30 AM, formal meeting 3 November at 6.30 PM both to be held at the Surgery Meeting Room.

10 Circulation: Those present.