

	<p>October but next year they will only be able to fund one on site. Concerns have been raised by Jo Dodd (Complex Care Manager) and our Physiotherapists as this was a valued service with regards to falls prevention. Tai Chi will also have to stop as there is no budget to pay for the trainer's time. There is £140 available from participants' donations this year and Mandy has agreed to run the last one on a cheaper basis and try to get more but it will not be enough to run another. The Tai Chi classes have been reported in the BMJ as "good all round exercise" for patients. CE stated that both of these from a clinical point of view were a serious loss. PW has confirmed that at present there are no NHS avenues available for funding in 2012 and all exercise funding is linked to the Olympic ideals and young people and sport so we could not apply as these schemes do not meet the criteria. JM confirmed that donations to UMST were down and so funding from the friends trust fund was not approved.</p>	
8	<p>DES Review – We are on track with this and we are demonstrating that we are doing what the DES states. PW needs to review and update plan the plan and check what else needs to be done.</p>	PW
9	<p>PPG Network and Support Group - PW apologised that she was unable to attend due to another meeting commitment. DP confirmed she attended but felt the overall turnout was a little disappointing. The next meeting is 13.12.11 at Abbey Medical Practice. The overall aims of the county group and benefits to our group are still not clear.</p>	
10	<p>Practice Update – CE gave the group the update and a handout was given. CE also confirmed that in Dr Barrell's absence Dr Linda Arthur would take over the patients at Orchard House and his time for routine surgery by Dr Luke Dawes. The diabetic patients will be looked after by Dr Everitt, Dr Miller and Janet Hogarth. CM on behalf of the PPG thanks the Partners for a lovely evening when they joined us for the pig roast in the summer.</p>	
11	<p>Compliments, Complaints and patient issues including NHS choices – Several verbal compliments were reported. Of note were the comments from visitors who required temporary treatments and were very impressed. One verbal complaint led on to a significant event review as a team and it was felt that this was a good learning experience for the team and outcomes were shared with the person. One patient contacted via the 'contact us' facility complaining about home made posters and information in the waiting room. The poster by the child area regarding childhood fevers was one but the group agreed to leave and were happy with same. The confidentiality notices were also subject to criticism – these had been discussed and approved as a good thing previously, group agreed these should stay as the majority appreciated them. Also the water signs were criticised . PW reminded the group these were put up following someone who complained that we did not have signs saying it was available. PW to check that the info is on envisage and then perhaps just one sign at reception would be enough.</p>	
12	<p>AOB The group agreed to invite potential new member Mr Tyler to the next meeting as he has expressed an interest in joining the group.</p>	PW
	<p>Date and Time of Next Meeting Monday 23 January 2012 at 6.30pm</p>	