

**Crown House Surgery**  
**CHAT Meeting**  
**Wednesday 18<sup>th</sup> September 2019**  
**2:00pm Library**

**Present:** Jess, Vicki, Shirley, Philip, Howard, Norma, June, Sue

**Apologies:** Heather

**Review and Ratify Minutes:**

Philip updated the meeting about Barbara, CHAT all sent their love and Philip will organise a get well card and flowers to be sent.

Shirley confirmed that the Hearing Services issues have been resolved.

**Shirley's update on PIN**

Shirley attended the recent PIN meeting, informing CHAT that Mark Russell has left his position within the CCG.

A discussion with regards to this year's flu campaign, Australia has been badly hit with the virus this year, and to target over 65 and pregnant ladies especially.

**Traffic Exit Issue**

Jess confirmed that this issue was taken back to the partners but no further action would be taken.

**Terms of Reference:**

Howard has asked the meeting for feedback on the terms of reference.

Jess updated the meeting on The Primary Care Network

**Action: Howard to forward the terms of reference again to CHAT members ready for discussion at the next meeting.**

### **CQC Telephone Call**

Jess informed the meeting that now CQC have introduced an annual phone call process. This has now taken place with Jess Dr Ariyensena and Dr Bazlinton.

### **Any Other Business:**

Norma asked if the CHAT picture could be updated on the Crown House website including names of members.

Discussions with regarding a complaint about call backs from secretaries. If possible to ask the Secretaries to give a timescale on call back.

**Action: Jess to feed the call back time frame to the Secretaries.**

**Next CHAT Meeting – 20<sup>th</sup> November 2019 AGM at  
2pm**