

## **DRAFT MINUTES of PPG 14 August**

**Present** Roger Goodacre (chair) Wendy Nightingale Maureen Clarke Kevin Bell and Kim Rolt (practice manager)

**Minutes** As circulated

### **Matters Arising**

- The reception has been brightened by decoration. Kim is looking to replace the chairs in the future.
- The new screens are working well but it has been observed that it is difficult to read all the information due to the speed of change. Also there is still no diabetic information. Kim will look into these issues.
- Flu jabs will start on the 20<sup>th</sup> September a few clinics have been arranged and more will be added into October. Kim will put the information on line.
- There is now more awareness of the frail elderly and the practice are monitoring frail elderly patients to try to ensure that they receive any help that is needed.
- Patients are encouraged to complete the friends and family questionnaires that are available at reception.
- Appointments are available at the Hub (corner of Craig Street and Lincoln Road) 7 days a week out of normal opening hours. The surgery also operates extended hours 6.30 to 8.30 on a Thursday. Availability and booking can be made at the surgery during normal opening hours and by phoning 111 out of hours. Nine different surgeries participate in working the out of hours appointments at the hub.
- It was noted that patients are not allowed to use their mobile phones in the waiting room as it can disturb other patients.
- The toilet in reception is for the use of patients and not general shoppers. To this end it should be locked and the key only given to patients. It was noted that the door has been left unlocked.
- When a doctor needs to talk to a patient about test results they should be given a ring back and a suitable appointment made if appropriate, they should not be advised by reception to ring for an appointment in the normal way. Kim will sort.
- A new Contact the Elderly tea party group is hoped to be launched later this year. The aim is to get together small groups of elderly people, who live on their own, to have a Sunday afternoon tea in a volunteers home. This would be completely free and drivers and coordinators would be provided. Anyone interested can contact by e-mail [jenny.bright@contact-the-elderly.org.uk](mailto:jenny.bright@contact-the-elderly.org.uk)
- It has been noted that there is sometimes a delay with electronic prescriptions issued on a Friday. Kim will investigate.
- It has also been highlighted that the button to open the surgery door from the waiting room can be blocked by patients waiting to talk to reception.

### **Doctors update**

- A new GP Iwalana Chomicka is joining the practice on the 1<sup>st</sup> September and she will work three days a week.
- Dr Outer will now be retainer GP and will work two a week.
- The CCG will be coming in September and included in their agenda will be the need for more clinical rooms.

**Date of the Next Meeting 16<sup>th</sup> October**