**MINUTES OF THE MEETING OF THE PATIENT PARTICIPATION GROUP**

**Held on Tuesday 14 May 2019 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

 Patients, Brian Allott, Kay Bacon, Ivy & Ray Davies, Kathy Hollyhead,

 Val Wickson.

Apologies: Pat Michael, Sue Davies

 All were pleased to learn from Kay that Pat was recovering from her brain tumour operation.

Also pleased that Ray was fit and well after having a pacemaker fitted.

Much of the meeting was taken up with the problem of not being able to access the Patient Access system.

BC apologised for the unavoidable delay in getting the system up and running, as a result desk and telephone receptionists were overwhelmed by patient enquiries, dealing with prescription requests posted in surgery and extra telephone calls requesting appointments. Also training required to run the system. Overall it was felt that staff were doing a good job despite the pressures.

BC was hopeful that the new system would be up and running after the coming weekend after which all previously registered users will receive a text message advising them how to connect to the service.

Under the new system the CCG have insisted that 25% of appointments must go on-line.

Walk In Surgery - was in place on Tuesdays and Fridays. Dr Brynes has reported that they were not yet getting sufficient patients attending.

Extended Hours - Monday surgery will now operate from 8.00 am to 8.00 pm

Networking - All the “Central North” surgeries have now signed up to the network and patients will be able to access appointments at these surgeries.

Staff – Dr. Cole has returned to the practice on a part time basis dealing with Joint Injections, Testosterone checks and Minor Surgery.

It was agreed that due to Bernadette’s other work commitments future meetings will be held on Mondays with the next meeting scheduled for Monday 24th June at 4.00pm.

The meeting closed at 5.30pm.