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

**Held on Monday 19th August 2019 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Patients, Brian Allott, Kay Bacon, Sue Davies, Pat Michael, Val Wickson

Apologies: Ivy & Ray Davies, Kathy Hollyhead

Rotherham Health App – Now appears to be working better. It still has some issues but they do appear to work on issues quickly and try and resolve any matters.

Lloyds Pharmacies- Two of us experiencing delays in collection of prescriptions which Lloyds are blaming on the surgery. This is not so, delays are due to Lloyds current practice of sending prescription requests to their Warrington office instead of stocking items on site. They are doing this to prevent having to send stock and tie up money in Stores. This is for their own convenience and often leads to 2 or 3 days delay.

On-line appointments- 25% of GP and ANP appointments are now available on-line. Appointments for nurses, HCAs, and pharmacist will follow as soon as practical. All Hub appointments are available on line

Walk In Surgery – Continues to be successful although there are complaints about a lack of seating in the waiting areas. Patients may have a long wait but at least they are able to have a consultation within a few days . This is a small compromise to pay .

Extended Hours - Wednesday surgery now operates from 7.00am to 8.00pm at Woodstock Bower . Hub appointments are available at Broom Lane from 6.30pm to 8pm Weekdays and 8 until 12 Weekends .

Staffing - 2 new ANPs have been recruited now making a total of 6

Interviews are underway to recruit 2 new GPs

Dr Everett will leave at Christmas to spend time with his new extended family

An additional telephonist and a new admin apprentice have been recruited.

Our Opinions Matter-We were given the chance to record on paper our opinions concerning the practice, these were briefly discussed and Bernadette will answer them at our next meeting

These are :

Adam Yates attended briefly to answer queries on prescription matters.

The next meeting will be held on Monday 21st October at 4.00pm

The meeting closed at 6.00pm