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

**Held on Monday 21st October 2019 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Patients, Brian Allott, Kay Bacon, Ivy & Ray Davies, Kathy Hollyhead, Pat Michael, Val Wickson.

Dr Brynes attended for a short while.

Rotherham Health App – A number of concerns were raised, comparing the system to the old, EMIS system:

When showing test results there is no indication whether these are normal or abnormal.

Only lists appointments made on the system, there is no record of any appointments made at the surgery itself or by phone.

Prescription repeats are not in 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 and include ANPs. Nurses and HCAs

More resource has been allocated to telephone enquiries, with another telephonist employed to take calls

The telephony providers ETS will shortly be installing a new super broadband system for telephone lines only

Walk In Surgery – Continues to be successful and more seating has now been provided. However some patients do complain about having to wait .

Extended Hours - Hub appointments are now available at Broom Lane from 6.30pm to 8.30pm on weekdays and 8 until 12.30 at weekends. There is a chance that Saturday Appointment will be until 4.30pm in the future but watch this space.

Staffing - Dr Everett will leave on 12th December, he is wanting to be a very involved Grandfather .

We have offered 4 new GPs positions within the Practice and Sheena Has re-joined us as an ANP

Also A new apprentice has been allocated to reception.

Our Opinions Matter- BC took us through the comments we made at the last meeting and what actions were being taken – these included refresher training for staff and a redesign of the prescription window.

Flu Jabs: Over 65s progressing well, there was a delay in receiving other injections but this was now resolved.

A recent CCG inspection rated the surgery as “Good”

BA reported briefly on the last Rotherham CCG meeting which included insistence by the hospital that parking facilities were good – a view not shared by patients.

Proposal to move Ophthalmology to the old walk in centre near Bailey House and work being undertaken to improve Respiratory and Diabetes services.

BC drew attention to homeless camping in the grounds at night as well as drug users leaving needles in the past. Soiled clothing has been found in the toilets and evidence that drug users are using the toilets to take drugs .

. A member of the PPG Suggested that shrubbery around the building be trimmed back and that the local PCO be contacted.

Dr Brynes attented briefly to answer any questions.

The meeting closed at 6.50 pm with the next meeting scheduled for Monday 16th December at 4.00pm