

**Culverhay Surgery
Patient Participation Group**

Tuesday 21st July 2015

Attendance from the Practice: Caroline Pearmain (Practice Manager), Kay Herniman

Patient Group: Michael Sykes, Graham Cook, Peter Beresford, Derek Higgs, Ruth Kirkup, Anne Slann, David Johnson, June Kent, Rosemary Studd, Jan Herbert

Apologies: Di Hay, Sue Hope, Alastair Kendall, Diane French

1. Minutes from Previous Meeting (May and June)

Minutes from both of our previous meetings were accepted in full by the PPG.

2. Dr Pritchard Sabbatical

(CP) advised that Dr Pritchard would be taking a 6 month sabbatical from September until March.

She further advised that the three new doctors (Dr Grace Thompson, Dr Nicki Thurston and Dr Sophie Russell) had created enough additional sessions to cover Dr Pritchard's absence and also the vacancy created by Dr Green's retirement. In addition, Dr Porter was taking on a few more sessions.

3. Road Safety report

(MS) gave a short update on the road safety issue recently identified at the entrance to the surgery.

A copy of the report is attached and has been filed with the Road Safety organisation.

The documentation was acknowledged by them on 20th July and a meeting with an engineer will take place in due course.

4. Branch Surgeries at Hawkesbury and Wickwar

(CP) advised that the surgery had discussed a proposal to the CCG for the closure of the two surgeries held in Wickwar Community Centre (12-1pm on Mondays) and Hawkesbury Chapel (12.30-1pm on Wednesday)

(CP) explained that the surgeries were not 'fit for purpose'. They had no access to computer systems or an examination area. The slots were not well used by patients at all and very much existed from a historic point only. It is felt that the resource could be used to much better advantage at our surgery instead.

(CP) explained that this would probably take a few months to go through consultation and would update us accordingly.

5. Automatic Email Replies

(GC) asked if a 'Did you know you can register for online access?' alert be posted to the automatic reply people receive when the order prescriptions.

(CP) explained that there already existed TWO different ways in which prescriptions can be ordered online (email and through website), but that this would be stopped in January 2016 – where everyone would hopefully be moved across to the one system (through the website)

It was also discussed whether or not nurse appointments and blood appointments only could be online too. (CP) explained it would be difficult to do this due to the varying durations for these appointments. Also, some people need to fast prior to blood appointments, which would make it difficult to manage.

6. August Break

It was decided due to several members and patients taking holiday in August that the PPG would reconvene for the next meeting on 15th September 2015.

7. AOB

1. "Let's Get Together" – Poster attached.

(MS) closed the meeting and thanked everyone for attending.

NEXT MEETING – TUESDAY 15th September 2015