**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**Thursday 12th September 2019**

**PRESENT:** Syd Webster, Paula Justham, Sue Holtby, David Justham, Christine Leonard,

Ian Hammerton, Dr Dan Lane

**APOLOGIES:**  William Mosedale, Sharon Mosedale, Jane Brown, Helen Saxby, Colin Green

**STAFF CHANGES**

Dr Azar started at the Practice on 1st April 2019 and has settled in well along with the other salaried GP, Dr Douglas.

Dr Lane is the clinical lead partner and his wife Katie is a non-clinical partner to provide additional stability to the practice.

Recent staff changes include:

Elaine Grant and Tracey Convery have replaced Carole Dring and Janette Wright as Health Care assistants.

Tracy Forrest has moved from reception to dispensary. Sue Bingham has now left the dispensary and Francesca Foy is due to leave the dispensary on 30th September. Catherine Freer has left reception and Tammy McGuire started on reception on the 19th August.

We are shortly due to interview for the dispensary vacancy.

**IMP HEALTHCARE FEDERATION**

Improved access at evenings, weekends and bank holidays is to continue to be provided by the Imp Healthcare network of practices of which we are part, along with 8 other practices including Nettleham, Abbey, Glebe, Cliff House, Welton, Ingham, Lindum and Minster.

The weekend appointments have increased from September 2019 to 3 hours from 1.5 hours. We are also providing extended access in a morning from 7.30 am, 4 mornings per week for healthcare assistant appointments which is a network requirement. We continue to provide services including BP, ECGs and ear syringing under Imp Healthcare and discussions are taking place regarding the provision of further services in the future locally.

Dr Lane is now Chairman of the Board of Imp Healthcare.

**PRESCRIPTION DELIVERY SERVICE**

This service is expanding due to demand and is available to all patients at Willingham Surgery. We cannot afford to lose our dispensing services so we have had to open up capacity.

**REFURBISHMENT**

The practice nurse room has now been revamped and new cupboards and flooring fitted by a local builder John Davies, who has done a number of jobs at the practice.

Air conditioning is in the process of being completed in two of the GP rooms and may be extended to include other areas too.

**FLU CLINICS 2019**

The vaccines for this year have arrived and it is one vaccine for all age groups unlike last year when it was a different vaccine for over/under 65s. Hopefully we should not experience the difficulties we had with the availability of the vaccine last year.

The clinic dates have been arranged at Willingham with bookable appointments and drop-in clinics are being offered at Marton and Corringham to cater for people who find it difficult to get to Willingham from their locality.

Thank you to the PPG members for their feedback and we have taken on board their suggestions.

**CCG MERGER**

This has changed from 4 areas to 1 for the county.

**PRACTICE BROCHURE**

One of the group members referred to preferring a large font on the brochure and that it only gave the GP names not the other staff members – could these be added at some point?

**DNAs**

Some discussion took place on the number of DNAs recently and it was agreed that the practice need to take a harder line on these due to increasing pressures on appointments and some repeat offenders.

**OTHER BUSINESS**

One of the group members suggested a Patient Group development team.

The tree at the front of the surgery needs to be pruned as it is obstructs the view of traffic leaving the car park onto the road.

A foodbank collection point is available at the surgery with donations being gratefully received.

DATE OF NEXT MEETING – TBA