

Minutes of Patient Participation Group
Held on Wednesday 2nd August, 2017
In The Training Room

Apologies

Gertrude Elphee Pamela Smiley Margaret Breeds

Attending

Joan Bramley (minutes)	Christine Berresford	Sue Chambers	Hazel Butler
Julie Williamson (chair)	John Berresford	Joan Graham	Martin Liddle
George Morris	Gayner Hibbert	Pam Wright	Marjorie Hopton
Dr E Fordham	Patrick Jones		

The Minutes of May meeting were accepted as a true record

Matters arising from last meeting

- No matters arising

1 Item 5 – Appointment Availability

There is a four week rota. Experiences of getting an appointment discussed. The replacement doctor for Dr. Torkington will have seven sessions starting in the middle of August. The appointment system was explained but it can be very complex. It was commented by Mrs. Chambers that when she comes to the surgery usually there is no other person in the waiting area. Doctors see 15 patients in a morning and 12 in the afternoon. The difficulty in obtaining a repeat prescription was discussed but Mr. Little did praise the on-line system.

2 Item 6 – Surgery Website

A discussion took place with Chelsea explaining the changed improved website and making a note of all suggestions. Prescriptions can be ordered on line as can appointments and in future if registered to use the website we will be able to access our own medical information.

3 Item 7 – End of Life Care

The presentation of the End of Life Care was given by Dr. Fordham outlining that the patient's wishes are foremost, therefore, the family are consulted and many departments are involved to be able to provide what is necessary for this very delicate subject. Every help and assistance will be given to the patient and their family.

4 Item 8 – Surgery Update

- As Lynne is retiring a new Receptionist will start in August.
- The Flu Clinic to be Saturday 14th October.