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

**Held on Monday 3rd February 2020 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Patients, Brian Allott, Ivy & Ray Davies, Sue Davies, Kathy Hollyhead, Brian Usher, Val Wickson.

Observer : Paige Kerry – New PPG lead

Dr Mufala introduced himself and Dr Brynes attended for a short while.

New member Brian Usher was welcomed to the group.

Bernadette was welcomed back after her accident and then upset us all by announcing that she was leaving the Practice in March. It is not known who will replace her at our meetings.

Everyone expressed their dismay at the news but wished her good luck at her new practice.

Rotherham Health App – Still many problems all of which have been passed on but remain largely unresolved. B.U. Raised the issue of him having great difficulty in logging on to the system

Appointments- 40% of appointments will now be available on line and will include ANPs, Adam , GPs and Nurses. Hub appointments are available on line, these are at Broom Lane , Dalton And Dinnington . We are also offering some at the Rotherham Hospital.

There are now 3 telephonists on duty at all times.

The surgery now has a superfast broadband system which should alleviate past problems with the phones

Some members were concerned that they no longer received text reminders of appointments. This will shortly be resolved .

Walk In Surgery – Continues to be successful although a number of us were adamant that we would use it only as a last resort. Some improvements were being considered.

Staffing - Dr Cole and Dr Everett have now left and also ANP Amanda.

There is now a change in the balance between GPs and ANPs.

The full list of GPs and ANPs is as follows:

Dr Brynes GP Partner -male

Dr Majid GP Partner- male

Dr Shad GP- Female

Dr Stones GP- Female

Dr Munsif GP -Male

Dr Gordon GP – to re-join us in Feb - Female

A recent telephone CCG inspection rated the surgery as “Good”

Mental Health – a lively discussion on the Practice’s approach to the subject took place, especially with reference to a letter sent out to a group member who felt it to be rather curt and unsympathetic. B.C. agreed to bring this to attention at the next practice meeting with the possibility of redrafting the letter.

Queried was raised about Hospital Prescriptions – It would appear that when the surgery receives the pink form they are reluctant to act until full documentation from the hospital arrives which can take some time.

Dr Brynes reminded us that the hospital Opthalmology department is expected to move to the old walk-in centre near Bailey House in April, and that a specialist respiratory nurse is now in post.

The next meeting was scheduled for Monday 6th April at 4.00pm

The meeting closed at 6.20 pm