**ASHCROFT SURGERY WING**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

Wednesday 27th June, 12.30pm, at Ashcroft Surgery

Attendees: Dr A Silverman, GP Partner Practice Manager

7 patients

1. Questions from patients submitted

The following questions were submitted on behalf of Wingrave residents.

* *Possibility of have a surgery in Wingrave, say every 2 weeks* – this may be possible if we can increase our patient numbers with more patients from Wingrave and there is a clinical need for a surgery.
* *Could the white lines for parking be renewed* – we have received approval for funding to provide more consulting rooms and hope to be able to carry out some improvements when funding becomes available.
* *Possibility of having a couple of chairs with arms in reception and also in doctors & nurses consulting room. Lady finds it very difficult to get out of the chairs without the support of arms* – we are looking at fundraising possibilities to provide items such as this for our patients.
* *I have been going to the surgery twice a week lately to have treatment with the nurse and the hardest thing is getting inside the surgery. I’m in a wheelchair and the drop down kerb isn’t flat so my husband has to pull me up it backwards and then he has to do the same with the front door. I think everyone should have a day in a wheelchair just to see how difficult things that you take for granted can be” –* as above once funding becomes available we hope to be able to carry out some improvements.

1. Appointments

The appointment system was discussed. There are pre-bookable appointments available to patients which can be booked approx 2 weeks in advance for non urgent problems. The appointments that are released “on the day” at 8.30 are standard appointments (ie not just for urgent problems) and both morning and afternoon appointments are available.

We reserve a few appointments in the afternoons for urgent problems. Patients are put on a list and asked to ring back at 2.00pm when an urgent afternoon appointment will be allocated.

Appointments are 10 minutes long and cover one problem. If a patient has two or more issues they wish to discuss with a GP they can book a double appointment for this.

1. GPs

Dr Daniel Francis has now joined the surgery replacing Dr Lucy.

1. Nurse Practitioner

Our Nurse Practitioner has been on maternity leave but is hoping to return to the surgery in October.

1. Patient Online Access

The Patient Online Access system has been updated and has caused problems for some patients. When ordering medication for the first time since the update, patients are asked if they wanted to nominate a pharmacy. By doing so this then means that medication can no longer be collected from the surgery. If patients wish to continue collecting their medication from the surgery the pharmacy field needs to be left blank.

1. Fundraising

This was discussed with a view to providing items such as an ECG machines, chairs, etc for patients. The possibility of a stall at Wingrave Fete in September was put forward and some further thought will be given to this.

Next meeting will be held on Wednesday 26th September at 12.30pm at the Surgery.