**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Thursday 12 October 2017**

**Present:** Dr Christopher Myers, Lesley Law, Jenni Searle, John Byers, Sue Byers

**Welcome, Introductions and Housekeeping** – Welcome to new member Spencer . Apologies for absence from Sue Garfitt, Ian Garfitt, Linda Hoyland and Maureen Taylor.

**The Minutes of Last Meeting of 17 August 2017** – were confirmed as a true record of that meeting.

**Dr Myers - National/Local Updates**

Points from last meeting - Open access surgeries and handouts informing patients about attendance:

It was becoming more manageable but will keep an eye on numbers. The number of missed appointments had risen. The Chair noted there had been 116 in one particular week. Lesley said that Carole and herself had given patients a ring to remind them of their upcoming appointments if they had missed their previous appointments. Dr Myers preferred to contact people warning them of missed appointments rather than penalise them. It was annoying but the practice was doing its best to remedy this. However, it was noted that one or two patients were on their final warnings.

The meeting at the Carlton Park was mentioned and also the progress of the new Urgent and Emergency Care Centre.

Dr Myers mentioned he does carry out minor surgical procedure.

It was noted that there was no longer an Alcohol Worker at the practice as this service had been withdrawn from all practices and was being centralised.

The practice was looking at reorganising other things but the only change on horizon was helping to train student practice nurses, as it was expected that there would be a shortage of practice nurses, probably starting in January. They will be supervised.

Dr Myers left the meeting at this point.

**Lesley Law Practice Manager Updates**

* The flu clinic had taken place as arranged and there had been around 500 takers on the day.
* The Registrars were still at the practice and there were no further expected staffing services.
* Angela was doing the flu clinic on Friday mornings; and,
* Dr Froggatt had now left the practice and was working at St Ann’s.

**Practice Newsletter**

The Newsletter had been previously circulated to members at the beginning of the meeting. The Chair asked if there were any further questions about its contents and, as there weren’t any, it was approved.

**Any Other Business**

There was no other business for the meeting.

**Date of Next Meeting: Thursday 15 February 2018 at 4.00pm.**