

WALDESLADE SURGERY

Patient Participation Group Meeting 11th May 2011

Present: Judith Pattison; Dr Farmer; Jayne Bond
Rev. Dennison
Phillipa Law
Pauline Franklin
Cynthia Shaw
Jean Gibb
Kevin Doyle
Paul Hancock

Apologies: Betty Knight
Susan Donnelly

Minutes

1.	Changes in NHS May 2013 (2 years) Parliamentary discussion re this – very confusing debate.
2.	Lifeline Screening arriving in the post to the general public – concerns about this
3.	Possibility of Automatic Answering Service for appointments. 4 lines in reception, waiting can be expensive to caller. Audit done – not good response.
4.	Pharmacy – opening June (closes at the end of surgery). Market Street does open later. When new building opens there will be another pharmacy i.e. 3 Assura + 1 Co-op – do we need 4 pharmacies?
5.	Tests – Health Any test for Alzheimers? – No Memory loss basic test available. MOT Tests very important. 40-75 year olds once a year. High risk patients every 6 months. Length of appointments discussed – 1 possibility to make a list of anything you would like to discuss with nurse or alter the letter going out where could mention anything else wish to talk about. Advice re drugs – Pharmacists better to do check, stop stock piling drugs, any side effects? E.g. Simvastatin – Grapefruit
6.	Missed Appointments A letter is sent out after 3 missed appointments, can be 28 in one day – i.e. cost of a locum. Doctors – 10 mins each appointment. Nurses can be 20 – 30 mins each appointment.
Date & time of next meeting: 26 th July 2011 @ 2pm	