**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Tuesday 4 February 2020**

**Present:** Lesley Law, Carol Dalling, John Byers, Sue Byers, Maureen Taylor, Ian Garfitt and Sue Garfitt

**Welcome, Introductions and Housekeeping** – Lesley circulated the Greenside Newsletter to all members.

**The Minutes of Last Meeting of 19 November 2019** – were confirmed as a true record of that meeting.

**Update from the last meeting** – Dr Ravi had been unavoidably delayed so members went ahead without him.

**Lesley Law, Practice Manager – Updates**

Lesley informed members that Dr Riddell will be leaving the practice on the 20 March. There was no-one to replace him as yet. Members voiced their sadness at his leaving. However, it was noted that Dr Raj was now a permanent GP and became a partner in the practice together with Dr Ravi on 20 January. There was also a new Registrar, Dr Wakaas.

The practice was trying to push the use of the winter pressures fund, and as result there were services available from an advance nurse practitioner at the Kimberworth Park surgery. With regard to extended access, there is now a new appointment service available at the Rotherham District General Hospital to book appointments to see an ANP (Advanced Nurse Practitioner).

The Chair then mentioned a couple of ‘grumbles – the first from himself as he had tried to get an appointment at the well man clinic. He had received a letter from Get Healthy Rotherham inviting him apply for an NHS health check but when he rang for an appointment he was told that he could not have one because he had had one 3 years ago and the criteria for a check-up was only every 5 years.

He also mentioned that the waiting time for an appointment to see a doctor was 3 to 4 weeks. Lesley replied they were trying to get waiting times down but due to Dr Riddell having shortly to attend for Jury Service and taking his accrued holiday entitlement before leaving this was, at the moment, out of the practice’s control. . However when patients requested to see a specific GP they would have to wait until that particular GP was available. It was hoped that now with the extended access appointments more readily available this would help to reduce the waiting lists in the surgery.

A discussion on both previous and new GPs followed. Carole informed members about an on-going grumble from patients about the intermittent air conditioning which didn’t work in the summer but has now been replaced and working perfectly. There was also an electrician sorting out a better lighting system for the car park area outside the surgery has it was noted by patients that when nightfall came they couldn’t see outside the entrance door, the electrician was down to come mid-February. There had been a spate of minor thefts in the surgery i.e. a tap had been stolen from the patient gents’ toilet and the self-check-in board in the foyer had had its power pack stolen. The tap would be replaced and the tablet moved inside the surgery near to the reception window.

The Rotherham Wide patient group was discussed as this was not attended by anyone from our practice due to the feedback from the last networking meeting they felt it was disappointing it seemed to revolve around certain patients in the audience who were complaining about their own health.

**Any Other Business:** - There was no further business for the meeting.

**Date of Next Meeting:** - After a brief discussion the timings of the rest of the year’s meeting were altered as follows: **Tuesday 12May at 11.00 am; Tuesday 11 August at 11.00 am and Tuesday 3 November at 11.00 am all at Greenside Surgery.**