

WESTOVER PATIENT PARTICIPATION GROUP MINUTES

Tuesday 23rd February 2016 18:30

Attending: Stephen Willoughby, Steve Burrows, Jennie Morgan, David Whitworth

Apologies: Dr Jennet Denwood, Ann McLeod

1. Previous Minutes
 - The minutes of the previous meeting were approved.
2. Surgery Update
 - Dr Sells and Dr Faulkner have left the surgery
 - Dr Williams and Dr Gibbs have increased the number of days that they are working
 - Dr Edmonds is working as a locum on a regular basis – 2 days per week
3. Building Update
 - Plans for the building were shared with the group
 - Update on the planning process (pre-app submitted and results awaited)
4. E-consult
 - Westover is about to introduce a new way of making medical enquiries – known as “*e-consult*”.
5. Patient Survey
 - Agreed that a new patient survey should be made
6. Any Other Business
 - Agreed that need to invigorate the group with some new members
 - Positive feedback on phone system, reception staff and state of appointments
 - Request for rail on disabled ramp
 - New Westover sign required