

**Patient Participation Group - Minutes of Meeting**  
**17<sup>th</sup> January 2019**  
**Tuxford Surgery**

**Meeting Opened: 6.00 p.m.**

**Present:**

Oliver Lord (Practice Manager); Kath Hobart; BIRD, Alice; BIRD, David; MASKERY, Tony; ION, Vince; WIGHTWICK, Ann; O'KEEFFE, Tony; WATKINSON, Katherine;

**Apologies for absence:**

Janice Martin; Joan Moorhouse; Angela Green; Julie Hill; Cath Connolly; Geoff Tindall; Faith Tindall; Rona Mackenzie

**Matters arising from previous minutes:**

**1. Premises Improvement Plan**

Oliver gave us a tour of part of the new build. He also explained how it will come together. With The Pharmacy, reception and waiting room basically changing around, The waiting room being the biggest will become the pharmacy, the entrance way and reception become the waiting room and the pharmacy the reception. They hope to move the nursing staff into the new section soon, then work can start on the front area.

**2. Social Media**

There had been a good return on Social media to what the new surgery should be called. The words Health and Medical should at least be considered. Tuxford should also be considered to be kept in the name.

**3. Practice Staffing**

There is now a Clinical Pharmacist who can independently prescribe certain drugs his name is Connor.

**4. AskmyGP**

The system looks to be doing well. Even walk-ins which are not usually accepted are triaged before telling them to go home and await a call from the doctor or an email.

**5. Telephone System**

Oliver also brought to our attention the telephone system changing later. This would be one number and then the client can press ie: 1 – 2 – 3 – 4 to get to the pharmacy, appointments or something else. This was accept in favour.

**6. Flu Jab Sessions**

The Flu jab season had been very successful and will continue in the same pattern next year, over 60's and under 60's. Tuxford seem to have the highest turnout per capita in Bassetlaw.