

**Patient Participation Group  
Minutes of Meeting  
23<sup>rd</sup> November 2017  
Tuxford Surgery**

**Meeting Opened: 600 p.m.**

**Present:**

Oliver Lord (Practice Manager); Dr Catherine Harrison (GP) (came later)  
Kath Hobart, Vince Ion, Tony O'Keeffe, Ann Wightwick, Faith Tindall, Geoff Tindall, Rona Mackenzie,  
Victoria Rice-Heaps

**Apologies for absence:**

**Issues from Past Meetings:**

**1. Premises Improvement Plan**

The plans are now with Bassetlaw District Council. The plans no longer include for the extra building the car park, only doing the extension in the staff car park side and use the money to refurbish the rest of the building. The plans are hoping to be approved by 28<sup>th</sup> December, with the project building to be started in the Spring 2018.

**2. PPG support for Influenza Clinics**

The influenza sessions were a great success with the uptake at Tuxford being of the biggest in the CCG area. There was only one complaint however about it not being private enough. Could of done with a screen or a private room. This to be checked for next year.

**3. Planned changes to Appointment System – GP Access**

The new system will go live on 4<sup>th</sup> December. The patient will telephone the practice and the call will be checked whether it is a medication review, need to see the GP. This will then be dealt with by the GP's and call backs will be given and appointments made if necessary. These will all be put into Urgent and non urgent calls. Ask my GP is the online version, where the patient can describe the problem, they can be asked if they have checked NHS choices. This goes to reception and then forwarded to the GP for a response.

**4. Any other matters to discuss**

One member asked about the outlying villages and how that would be able to get into the surgery at short notice, when there is not public transport and the car service required 24/48 hours notice? They are aware of this and time will tell how it works.

**Meeting finished at 7.30 - Next meeting **Tuesday 23<sup>rd</sup> January 2018 at 6pm****

Don't forget any other suggestion for the Newsletter to [morgan.davies@nhs.net](mailto:morgan.davies@nhs.net)