1. Attendees

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| Claudette Neville (**CN**) | Dr Mark Robertson **(MR)** |
| Jill Westwood (**JW)** | Betty McBride (**BM**) |

1. Apologies – Frank Smith, Anna Gilson, Jo Shepherd  
   Absent – Natalie Crabtree, Jane Bryant
2. Minutes of last meeting – Wednesday 27th July 2022 approved
3. Matters arising: None
4. Covid-19 vaccination programme – **CN** reported that the boosters started at Woodlands centre last week. Vaccination is by appointment only for over 75s plus vulnerable patients. 3-4 days/week Thursday to Saturday/Sunday.
5. Flu vaccinations **MR** reported that the vaccine should be delivered on 22nd September. 2 clinics planned for 1st and 15th October. Appointment via text though there have been some problems with the system. Patients attend for appointment or ring to change if necessary. 2 PPG members to assist at each clinic. **CN** organising.
6. Practice update **MR** reported that:

* Wednesday 5th October will be the start of the Extended Access hours.  This means from 6:30pm - 8:00pm on Wednesdays the surgery will be offering appointments which will be booked in advance, the appointments will not be available to book on the day. The first half hour will be face to face appointments with a GP partner and a nurse, the last hour will be pre-booked telephone consultations.  This service will be advertised on our website soon. Those attending for face to face will need to ring the new door bell for access. These appointments are aimed at those who have problems attending during the day.
* Minor surgery 6 weekly clinics with Dr Gilmore will start in November for patients referred by other clinicians in the Practice. They will have a brief assessment appointment to ensure they are suitable (eg skin tags, lipomas, cysts)
* Dr Gilmore is carrying out joint injections.
* Face to face appointments with the Physiotherapist are held one afternoon a week though fully booked at present.
* New Dispenser starting 4 days/week in October.

1. AOB

* **BM** asked about the plans to make individual patient records accessible to them on line. **MR** confirmed this will be happening.
* **BM** asked about the BP machine in the waiting room not being in use. **MR** said this is because it is out of order. **BM** suggested that this demonstrated that communication to the patients is poor and can often as a result create a negative view of the Practice. She suggested that the Practice could get professional advice to improve this. **CN** asked her if she would be willing to help and she agreed that she could do this or support an outside professional. She suggested that communication about   
  improvements would improve perception of the Practice.
* General discussion re holding more face-to-face appointments – this would be positive for the patients and the clinicians. **MR** to consider.
* **JW** asked about the long message on the phone. **CN** said you can bypass this by pressing 1 but asked if the message could be reviewed and reduced as at present it is over a minute long. Most of the information is already known by most callers.

1. Date of next meeting - Tuesday 15th November 2022 at 6.30pm.

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Grant £550  
Expenditure – Diabetes leaflets £118  
 Delivery £120  
 Donation to Diabetes UK £ 70  
 School leaflets £ 46.50  
 School leaflets and posters £ 35  
 Total £ 389.50

Remaining Grant £160.50