**The Ridgeway Surgery Patient Participation Group**

**Minutes of the Meeting held on 6th December 2022**

**1. Present**: Dr Richard Davies, Tracy Talbot, Tessa Hawkes, Sue Woodcock,

Meg Spalding, Neil Spalding, Ian Newman, Jenny Newman, Stuart Davies, Juliet Ross,

Alison Langdon, Jim Borthwick, Dian Johnson, Phil Coathup

**2. Welcome**

Tessa welcomed everyone to the Meeting and introduced Tracy Talbot who recently joined the Practice as Senior Administrator, who will also be the link to the PPG.

**3. Apologies**

Elizabeth Webber, Chris Stringfellow, Ann-Marie Stringfellow, Brenda Matthews, Barbara Hawkins, Adele Davies, Sue Bosworth, Liz Pownall

**4. Minutes of Last Meeting**

The Minutes of the Meeting on 6th September were approved.

**5. Matters Arising**

- to produce a guide for the PPG Noticeboard on “How to Make an Appointment”.

This is still a work in progress

- circulate a copy of the PPG Constitution. This was attached to the Agenda.

**6. Elections**

Tessa asked if there were any nominations for the roles of Chair and Secretary of the PPG. None were received and she suggested that this would be raised again at the next Meeting when anyone interested could put their name forward.

**7. Surgery Updates**

Dr Davies advised that a second Physician Associate, Victoria George, would be joining the Practice on Wednesday mornings, in addition to Sanaa Zabir on Friday mornings. He explained that the role of the PA is to see Patients with minor illnesses, blood pressure checks or any follow-ups. They do not prescribe as this would be handled by the GP. Appointments to see a PA are pre-bookable by phone. They have a Degree relevant to Medicine and also work in hospitals.

GP in Training Dr Rea Thornton will be replaced by Dr Iona Donnelly.

The Planning Application has been made regarding the proposed extension to the premises. A decision is expected from a meeting in January. The application for funding is a separate issue.

The flu vaccinations for the over 65s are complete and any requests for a Covid vaccination will be referred to The Hub.

A national publication of GP appointments per 000 has been issued which give details of numbers of appointments made by Practice, Doctors and Face-to-Face.

8**. Questions to the Doctor**

A query was raised regarding the call back facility on the telephone system as there was some experience of this not being offered. Dr Davies said that this would be checked to make sure it is working.

**9. Suggestions Box**

Suggestions received:

- “*a survey of the types of music in the Waiting Room*”. This was discussed by the group but accepted that there are many different types of music so difficult to cover all tastes.

- “*a request for magazines in the Waiting Room”.* This is not possible due to infection control.

- “*could a further option be added to the telephone answering system to cover cancellation of* *appointments”.* This is something which can be done through the Online Consultation process but would not be added to the answering system.

Plus, a compliment – “Good service and very helpful Reception staff”.

**10. AOB**

Dr Davies said that there had been an increase in appointments for children following the recent rise in Strep A infections and that the A&E was very busy.

Covid levels were decreasing and lower than noted at the last Meeting.

**11. Date of next Meeting**

Tuesday, 7th March at 5pm in the Waiting Room.