

PATIENT PARTICIPATION GROUP

(Incorporating Buckshaw Village, Adlington, Eaves Lane and Medics Lostock Hall)

Minutes of Meeting held on 20th March 2018.

Present: Dr. N. Muttu, Heather and John Heaton, Margaret and John Horan, Andy Humphreys, Craig Lee, Anne Matthews, Janet Nash.

Apologies: Brian Hann

Walk In Clinic: Craig spoke about the problems being encountered with the Walk in Clinic : very busy, long waiting times (patients not always happy), clinics closed to new patients at 10 am instead of 10.30. We are still operating telephone appointments. It is hoped to have the appointment of a nurse practitioner very shortly to assist. (Since our meeting the decision has been taken to close the Walk in Clinic with effect from 20.4.18) It was also mentioned that not enough people go to see their local pharmacist prior to contacting their doctor which would ease the pressure on surgery appointments. There are many options that are being looked into with a view to developing within the future.

Weekend Opening: From the end of March the clinics operating on Saturday and Sundays is finishing due to lack of funding. The staff are looking at the possibility of providing opening between 2 – 3 surgeries (approx. 30,000 patients) to try and provide weekend appointments.

Telephones: Various systems are being investigated which could make the operation of the phone systems throughout the 4 surgeries more efficient meaning patients would hopefully not have to wait for so long to get through.

Adlington Surgery: Craig talked us through the major refurbishment that is underway at the surgery. There has been a new roof installed, internal works, changing staircase, new GP rooms, alterations to reception, generally modernising this building to bring it up to date.

Eaves Lane Surgery: Some works have been done to improve this surgery.

Website: John (Heaton) reported that he is now able to get access to make alterations to our web site. He has tidied up the website and he suggested putting a copy of the minutes onto the site. This was agreed.

Car Parking : Craig reported that a meeting had been held in January to try to sort out the problem – but no one wants to pay to make the alterations. There is no news regarding the puddle – it is still there.

NEXT MEETING : This will be held on Tuesday 15th May 7 p.m. at Eaves Lane Surgery.