

BUCKSHAW VILLAGE SURGERY
Minutes Of the Meeting held on Tuesday 8th January 2019

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

Apologies : Margaret Horan

At the opening of the meeting Janet informed those present of the death of John Horan husband of Margaret. A card had been sent from the Committee offering their sympathy to Margaret. Janet agreed to let people know when the funeral was to be held for anyone wishing to attend.

PPG Members

Poster: A poster had been done by John and Heather and had been placed in the Surgery. Unfortunately there was no evidence of it. Craig agreed to ensure that this was replaced and that one would be put up at the other surgeries within the Group.

Text: It was raised as to whether or not a text could be sent from the surgery asking for members to join us. Craig agreed to arrange this.

Blood Clinics: The point was raised that some people had been asked to attend for a blood test at 8 am. This is a difficult time for older people and the question was asked why we don't offer our own blood clinic facility. Craig informed us that some practices are paid to have blood clinics others are not. Out of the Group only Buckshaw and Adlington do not provide blood clinics. Craig is to send an email address to Janet for her to pass onto the group and asked if they could write to the authorities.

Telephones: Craig explained how the new phone system works. The comment was made that sometimes there was quite a delay with people being 8th or 11th in the queue. Craig reported that all the calls go into one system. He also said that they are recruiting an extra two people: to answering the phones to go from 3 to 5 staff which should lessen the waiting time.

Jobs: Dr. Muttu reported that as well as the two people being recruited for the phones we are now fully staffed with doctors. We also employ a pharmacist. Dr. Muttu said that this pharmacist would be able to do medical reviews, sort out medications on discharge from hospital and his appointment should free up some of the doctors time.

POD Prescription Ordering Direct: This is a system whereby people can call a certain number to order their prescriptions, these are then confirmed with your GP then sent to your chosen pharmacy to be collected by the patient. This is handy if people don't use the internet. Dr. Muttu stated that we have an average of 150 to 200 calls per week regarding prescriptions.

Additional Winter Clinics: We have got extra sessions from January to mid March at weekend to help combat additional pressures of winter. We will be open at Buckshaw Village from 8 – 12 Saturdays and from 8 – 11 on Sundays opening on alternate days each week. Half of the appointments must be available for on the day booking.

Next Meeting: Our meetings are to commence at 5.30 p.m. and will be held at Buckshaw Surgery. Dates are as follows: 5th March, 7th May, 9th July, 3rd September and 12th November.