

**BUCKSHAW VILLAGE SURGERY**  
**Minutes of the Meeting of the PPG held on 17<sup>th</sup> July 2018**

**Present:** Margaret and John Horan, John and Heather Heaton, Andy Humphreys, Craig Lee, Anne Matthews,

**Apologies:** Janet Nash,

**Minutes:** The previous minutes were agreed and are to be uploaded to the website by John and Heather Heaton. JH/HH

**Website Changes:** These have now been actioned by OG Publishing and John and Heather are continuing to work alongside Katy (OG) to update the content. JH/HH

**Weekend Opening:** Craig explained that due to national pressures, the surgery had now started to open until 8 pm 4 days per week and on alternate Saturdays/Sundays. Craig went on to say that the service was a very basic and not what they had hoped to provide. He explained that there were difficulties with the model and as such the surgery hadn't advertised this widely. Craig did add that they had appointed a receptionist to these new hours and were in the process of recruiting an additional coordinator to help. CL

**Telephones:** Craig explained that the surgery were pushing ahead with its centralisation plans and one of the next key steps would be to centralise the telephone systems, This would allow greater flexibility in terms of the number of people available to answer telephone calls across the network. Craig explained that this is likely to be the biggest benefit to BVS patients as there would be more people answering the telephone calls. This was something the surgery was looking to bring in over the summer but which would take some time due to the complex nature of this task. CL

**Adlington Medical Centre:** Craig outlined the state of the renovations. The downstairs has been completed and there will be an official Open Evening when the works have been completed. CL

**Future Meetings – Location:** It was agreed that future meetings would commence at 6 p.m. which would make it easier for Dr.Muttu and others to attend. Discussion took place over whether to move the meetings to various venues. Craig explained that it was useful to meet with a single group rather than individual surgeries particularly for smaller surgeries who may have smaller numbers of people interested. This approach also reduced the workload burden on the practice. It was agreed to continue a single meeting for all groups but to review where they would be held. Craig suggested that him and Janet visit meeting locations CL/JN

**A.O.B. Chairperson:** Margaret raised the issue of having a Chairperson – she thought that it was vital there was someone named in this role to provide a single and central point of contact. It was discussed – Janet is effectively completing this role and it would be best to have a conversation with her. CL/JN