

**MINUTES of the WIVENHOE MEDICAL CENTRE PATIENT PARTICIPATION GROUP
Meeting held on Wednesday 1st February 2023 at Toad Hall, Colchester Road,
Wivenhoe CO7 9EU**

Present: Peter Hill, Penny Kraft, Tricia Garwood, Sally Wilcox, Dave Harrison, Karl Douzier, Clare Hawkins, Sue Southey and Zoe Cronin

1. Apologies: Brian Taylor, Elizabeth Tames, and Carolina Garriga
 2. Appointment of a Minutes Secretary for the meeting. Peter volunteered to produce some minutes in the absence of anyone else able to take them.
 3. Election of Officers – Chairman / Vice-Chairman. Peter was re-elected Chairman and David Harrison was re-elected Vice-Chairman.
 4. Minutes of last meeting held on 2nd November 2022 were agreed
 5. Matters arising (*not covered in the agenda below*) - None
 6. Update by Zoe Cronin, Practice Manager, Wivenhoe Medical Centre:
 - 1) Staffing changes.
 - ZC advised that the person selected to fill the new Physician’s Associate role had failed to take up the offer of it.
 - a Locum has been recruited for 3 days a week to cover for Dr Helen Crook who has gone on Maternity Leave.
 - 2) There are now 22 members of staff at the Surgery + 4 partners
 - 3) What is the best way for patients to notify the Surgery that they no longer need an appointment given long wait times to speak on the telephone? It has been agreed that patients should send an email to wivenhoesurgery@nhs.net to avoid a long wait on the telephone. Action: ZC to arrange for this to be put on the website.
 - 4) No. of Face to Face appointments with a clinician each week? Zoe provided some stats in a typical week :

- GPs	360
- Advanced Practitioners x 3	378
- Clinical Pharmacist	80
- Diabetic Nurse	90
- General nursing	165
- Phlebotomy	220
- Health Care Assistant	44
- Physio	17
- Midwife	5
 - 5) Total number of patients on the Wivenhoe Medical Centre’s List has increased now to 8,800
7. Patient Choice. This subject was raised by Tricia Garwood based on something she had read. ZC said it was no longer relevant. It was noted that Tracy Hogg is the GP Care Advisor who can provide advice and guidance on what benefits are available to patients.

8. Boots - Is performance improving? Some members were able to cite some bad personal experiences whilst others had no complaints. So variable according to the staff member involved. Peter had spoken to Paul Jones, the Manager who jointly looks after Greenstead and Wivenhoe dispensing outlets. He said he now had a full team in both places. One advantage of operating them jointly was that they could share staff so that they could cover for each other. Paul also said that he intends basing himself at Wivenhoe soon.
9. Communication with patients.
 - ZC pointed out that every Surgery in the NEE area has the same basic website and so there is little scope for local customisation.
 - Action: ZC to add somewhere about What to do if you don't need your appointment.
 - The article written by Dave Harrison for Wivenhoe News and circulated with the agenda and was noted.
10. AOB - None
11. Next meeting – Wed 3rd May 2023 at 4pm