

**Minutes of Wivenhoe Medical Centre Patient Participation Group Meeting
Monday 5 February 2024 at Wivenhoe Medical Centre, Philip Road, Wivenhoe**

Present: Zoe Cronin, Karl Douzier, Clare Hawkins, Peter Hill, Julie Selley, Sue Southey, Sue Whytock, Sally Wilcox, Tim Wood

1. Apologies: Brian Taylor, Pauline Rendall
2. Appointment of Minute Secretary: Clare Hawkins
3. Membership of PPG: New members, Sue Whytock and Tim Wood were welcomed.
4. People leaving the group: Dave Harrison, Carolina Garriga, Penny Kraft
5. Minutes of the last meeting 13.11.23 were agreed.
6. Matters arising – none
7. Election of Chair and Vice Chair: Tim Wood was elected Chair and Peter Hill Vice Chair. Peter agreed to chair the rest of the meeting.
8. Update by Zoe Cronin, Practice Manager:
 - (a) Staffing changes: Zoe is to retire at the end of March. There will be a staff social event to mark this on 27th March. Julie Selley will take over most of the duties (finance, staffing etc), though some responsibilities will be passed Laura Tyer, the GP assistant, who is receiving training in the required areas. Laura will also assist Julie with the audit.
Claire Cope will retire on 22nd March. Amy Cattell will take over this role (diabetic nurse) but with changes in practice, with Jo Pryor collecting the patient data for oversight by Amy.
Dr Cope is stepping down from being a partner, though he will continue to offer GP medical services. There are three interested candidates for a new GP appointment in the future.
 - (b) DNA figures remain similar to previous months: 69 in November, 56 in December
 - (c) MMR Although there has been press information about measles outbreaks, because of unvaccinated children in parts of the country, this area does not seem to be affected.
 - (d) Recent advertising has suggested that patients can be referred to pharmacists for certain medicines previously requiring a prescription from a doctor. However, this process has not been successful in Wivenhoe because of the lack of capacity at Boots. This shortcoming resulted in patients returning to the Medical Centre to obtain prescriptions. Doctors may therefore stop referring patients to pharmacies to obtain these medications.
 - (e) A new telephone system has been promised though there is no information about when this will be installed. Nor is there any information about the capabilities of

the system, and it is unlikely to solve the current problems of long waits on the telephone for callers requesting appointments. It was pointed out that appointments for regular routine appointments (e.g. blood tests) could be requested by email or in person at the Medical Centre.

(f) There are now 9,060 patients registered.

9. SNEE (Suffolk and North East Essex) PPG Network meeting. This was a useful and informative meeting about the role of community pharmacies and medicine optimisation. Unfortunately there is a problem in accessing the material from the presentations. Peter will contact the organiser to request that the Powerpoint presentations are re-sent. Clare will share her email with the other PPG members in SNEE in order to share good practice.
10. SNEE online development training ‘Dealing with Challenging Situations’ will take place on Feb 29th.
11. SNEE Equality and Diversity training via TEAMS will be attended by Sue Whytock and Sue Southey
12. Situation with Boots: Some patients are using the Hythe pharmacy in preference to Boots in Wivenhoe, as it has been found to be more efficient and delivers prescriptions free of charge.
13. The PPG Terms of Reference were reviewed and a minor change of wording was suggested for point 12, as follows: ‘decisions and any publications will be given as a group’.
14. Communication with patients:
Laura is to take over responsibility for producing the newsletter, which is published on the website. Notifications about the newsletter are made on social media by the Chairman of the PPG and print copies are also available in reception.
The fact that patients’ needs, concerns and interests come to the PPG via anecdotal information was discussed and considered acceptable. The patient feedback questionnaire issued by the Medical Centre gathers information from a good sample of users of the services.
A change of title for the upcoming Wivenhoe News article written by Peter was suggested, to reflect the personal reflective nature of this piece, rather than as a statement of the views of the PPG.
15. AOB: Information about the event run by WTC ‘Love your Heart Buffet’ lunch on Wednesday 14th February was given.
It was agreed that the Town Council should take over from the PPG in the running of the Weight Matters sessions and find a new sponsor. The PPG should continue to take an interest in this provision.
The members of the PPG wish to extend their gratitude and appreciation of the work of Zoe Cronin as Practice Manager over the 20 years she has been in post. Her

attendance at every meeting has been much valued as have her honesty and good humour.

Sincere thanks are also extended to Peter Hill for all his work and support for the group in the role of Chair of the PPG.

16. Date of Next Meeting – Monday 20th May 2024