

Minutes of the Wivenhoe Medical Centre Patient Participating Group Meeting Monday 13th November 2023 at Wivenhoe Medical Centre, Phillip Road Wivenhoe.

Present: Zoe Cronin, Clare Hawkins, Peter Hill (Chairman) Penny Kraft, Karl Douzier, Sally Wilcox, Dave Harrison.

1. Apologies: Brian Taylor and Carolina Garriga.
2. Appointment of Minutes Secretary for the meeting: Dave Harrison
3. The minutes of last meeting 26th July were agreed.
4. Matters Arising:
 - Zoe stated that the artificial intelligence diagnostic tool which was due to start still had not been installed. It is not as flexible as was hoped so the new appointment system is in abeyance for the time being.
 - This led to a discussion regarding protocol for members the PPG when they are asked questions by a member the public. After this discussion it was agreed that the Practice Manager and the Chair of the PPG be informed and that a response be agreed. This coordinated response would then be transmitted to the questioner.
5. Update from Zoe Cronin
There are now over 9,000 patients registered at the Medical Centre. She was asked What is the procedure for someone who has an appointment but is too ill to attend? Zoe pointed out that they can email the Medical Centre by using the Contact form on the website, or if no email, then to ring the Medical Centre.

Did Not Attends

There were 123 DNAs in June, 102 in July, 51 in August, 98 in September, and 75 in October. These figures include any that did not call to cancel their appointment because of other illness.

Flu. Jabs.

Flu Jabs went extremely well. The average length of time in the Centre per patient being less than one minute.

Other Issues:

- Risk of infections being passed from Receptionists to patient are no greater than pre-Covid. If a patient is really concerned they can wear a mask but do not expect the Receptionist to do so. The Practice cannot require staff to wear a mask. Any staff member who tests positive to Covid is sent home until they test negative.
 - To arrange an appointment to see a GP for a periodic check, patients can either call the Centre to book the appointment or write to the Centre asking for an appointment.
6. Situation with Boots
The feeling was that it is now better. The manager is now only responsible for Boots Wivenhoe so he spends more time in Wivenhoe than before. It was pointed out the Hythe pharmacy runs a free delivery service which includes Wivenhoe.

7. Communication with Patients

Web site, Newsletter and Social Media It was agreed that individual members of the PPG should not post personal responses to patients comments, complaints and queries on social media, such as Facebook. All comments should be sent to the Chair.

Wivenhoe News Article Seen to be reasonably effective but all members of PPG to see the article at least three weeks prior to publication.

8. AOB

8.1 Dave Harrison reported about a medical practice in Gloucestershire that had a Frailty Clinic where the staff visit the more frail in their homes. Presently in Wivenhoe it is unavailable until funding can be found.

8.2 Zoe advised that she was retiring as Practice Manager at the end of March 2024. As Julie Selley would be taking over many of her responsibilities, Zoe said she would arrange for Julie to attend our meeting in February as this will be her last one.

8.3 Peter advised that the next meeting will be our Annual Meeting. As he had chaired the PPG for at least 6 years, he felt it was time for someone else to take on that responsibility.

Next Meeting Monday 5th February 2024 at 4pm Wivenhoe Medical Centre.