

Minutes of Wivenhoe Medical Centre Patient Participation Group Meeting

Monday 10 February 2025, at Wivenhoe Medical Centre, Philip Road, Wivenhoe

Present: Clare Hawkins, Peter Hill, Pauline Rendall, Julie Selley (Practice Manager), Sue Southey, Sue Whytock, Tim Wood (Chair)

1. **Apologies:** Karl Douzier, Sally Wilcox
2. **Minute Secretary:** Sue Whytock
- 2a. **Membership of PPG** – no new members
3. **Minutes of last meeting** 4.11.24 were agreed
4. **Matters arising:** None
5. **Update by Julie Selley, Wivenhoe Medical Centre:**

Staffing Changes: Dr. Crook is to go on Maternity Leave for 6 months from the end of March. A GP has been appointed for a 6-month maternity locum contract to cover.

Dr. Murad will be relocating to Manchester at the end of March, because of her husband's new job. A replacement has already been recruited, Dr. Balanescu. She is due to start work at the surgery on 17.02.25 to allow a handover period before Dr. Murad departs.

Jo Prior is about to start her midwife training and Sarah Ringland (already in post) has been recruited as an HSA. She has 18 years' experience in this role and will be able to cover phlebotomy, some vaccinations, health checks and so on. She is working 4 days per week.

Flu Jabs: The surgery has vaccinated 1,286 patients in the 65+ age group and 811 younger patients. There is capacity to vaccinate more patients in the older age group and the vaccinations will be valid until 31.3.25.

Did Not Attend: In the 3 months from November the surgery have had 44 DNA's. This is lower than previously. JS attributes this in part to the new Anima system.

Any Other Issues: Potholes. The surgery has received a quote for the work to the road surface on Philip Road. However, no date has been set as yet.

6. **Boots Pharmacy:** The situation regarding efficiency with Boots on Vine Parade, anecdotally, appears to have improved. PH stated that there seemed to rarely be a queue and that under new management the pharmacy was operating more efficiently. CH raised potential issues with prescription medicine delivery by P.O. as the P.O. at The Cross is likely to close.
7. **PPG Terms of Reference:** to be reviewed annually.
8. **Colte PPG Liaison Group:** Attendance has been low. CH thinks it may be defunct.
9. **PPG Network:** A regional network covering S. Suffolk and N.E. Essex. Dates for upcoming Microsoft Teams Meetings as follows: 27 March, 22 May and 24 July. CH to

contact network admin and send details/emails to TW. He will disseminate to rest of group to see who wishes to attend.

10. **Progress Report on Anima Digital Consultation System:** JS stated, in the main, the system has been working well, after some initial teething issues. SW agreed that she had found it efficient and straightforward to use. Also, that she had witnessed reception staff helping patients who were having difficulty to book what they needed on the system. Patients without email addresses or smart phones are still able to book requests and appointments over the telephone or in person at the surgery. Anima states that all spaces have been taken when it has reached capacity. In this instance patients can consult their pharmacy, urgent treatment centre or call 111 in emergencies.
11. **Situation regarding ADHD and ASD treatment/medications:** The surgery has written directly to the 57 patients who are affected. The situation is being monitored. The majority of the patients are prescribed medication by the NHS and not privately and so this is not anticipated to be a problem.
12. **Communication with Patients:** PH asked about the Facebook page. JS says it is quite limited at present but is being worked on. The website needs to be updated in a timely manner to show all the minutes from PPG meetings. TW will write the next Wivenhoe News report which is due imminently.
13. **Wivenhoe Medical Centre Non-Urgent Appointments Protocol:** JS reiterated patients can come in or call any time of the day to make these kinds of appointments.
14. **Wivenhoe Medical Centre Repeat Prescriptions Protocol:** These can be requested through anima, by sending an email or by putting a note in the post box outside the surgery door.
15. **Wivenhoe Medical Centre progress towards Government 'Delivery Plan for Restoring Access to Primary Care':** Continuing as before.
16. **Next Meeting:** 12 May 2025 at 4pm.