

Minutes of Wivenhoe Medical Centre Patient Participation Group Meeting

Monday 4 November 2024, at Wivenhoe Medical Centre, Philip Road, Wivenhoe

Present: Clare Hawkins, Peter Hill, Julie Selley, Pauline Rendall, Tim Wood (Chair)

1. Apologies: Karl Douzier, Sue Southey, Sue Whytock, Sally Wilcox
2. Minute Secretary: Clare Hawkins
3. Membership of PPG – no new members
4. Minutes of the last meeting 20.5.24 were agreed
5. Update by Julie Selley, Wivenhoe Medical Centre:

Staffing changes: Dr Crook is to go on maternity leave in March 2025 for 6 months. A replacement for this leave will be sought. Laura (GP assistant) is currently on maternity leave and Gemma is covering. The HCA is studying for entry to midwifery training, starting September 2025. A new part-time HCA is to be appointed to cover her absence and may go full-time. The part-time GPs, Dr Soares and Dr Khuwaja have settled well and are satisfied with their arrangements.

Flu jabs: On the two Saturday sessions 1,201 jabs were given. Some home visits have to be arranged and 400 patients who have not yet been vaccinated will be contacted. The management of the Saturday sessions was universally praised for its efficiency and speed. The car parking arrangements were also smoothly managed by PPG volunteers.

DNAs: From June to October there were 126 missed appointments with no notification. Various methods of cancellation are available: the NHS App, the practice website (contact practice), phone.

6. **Boots Pharmacy:** Boots' pharmacy services seem to have improved. Prescription delivery is charged for. However, the Post Office now offers free delivery in partnership with Pharmacy 2U and Hythe Pharmacy also offer free prescription delivery.
7. **Colte PPG Liaison Group and SNEE PPG Network:** Unfortunately, no member of Wivenhoe PPG was available to attend the recent meetings. Clare attended a SNEE Partnership meeting in July. These meetings are usually informative, with the July meeting featuring a presentation about NHS 111 services.
8. **Communication with Patients:** Julie has set up a Facebook Page for the Wivenhoe Medical Centre. Tim has offered to write the next Wivenhoe News article. The new

telephone system is now in operation. There is a ring back facility, for callers beyond 5 in the queue.

9. **Repeat Prescription Protocol:** There are various ways of requesting repeat prescriptions: via the NHS App, a note to practice, online via the website. Phone requests for repeat prescriptions are only available for housebound patients with no access to other means.
10. **Anima:** This is a new digital consultation service which will be live on 12th November. It will deal with GP related queries and will enable patients to book urgent and routine appointments and medication reviews. Patients must create an Anima account via the NHS App or online. Receptionists will fill in the form to register for patients who do not have access to these technologies. 7,000 patients with mobile phone contact will be texted about the start of this system. Information about it will also be put on the Facebook Page and in Wivenhoe News. This system should relieve pressure on the phones. Clinicians will deal with these queries.
11. **AOB:** Extended access. Once every 6 weeks there will be Saturday availability on a rotational basis with other Colte Partnership practices. These days are for pre-booked appointments only.
12. **Date of Next meeting:** Monday 10th February 2025