***Cadbury Heath Healthcare Patient Participation Group***

**Minutes of Meeting Held 15 July 2024**

**Present**. Rosemary Dibble (RD), Richard West (RW), Alan Hobdey (ALH) Anne Hobdey (ANH), Anne Thomson (AT), Helen Jones (HJ), Steve Howell (SH), Janice Suffolk (JS), Vickie Phillips (VP).

**Apologies** Linda Morris, Mike Armstrong, Derek Brewer

**Welcome**. RD Welcomed everyone to the meeting

1. E Consult. Several of the people present had used econsult (e.g. for ordering drugs) without difficulty.
2. Gardening. VP had called in Pest Control because of a problem with rats, and had found them most helpful. There was a discussion about sensory garden developments.
3. Reception staff. A new receptionist (Lily) has started work and a second post is being re-advertised after the person who was offered this position had cried off.
4. Nursing staff. VP reported that a new nurse had started today.
5. GPs. VP reported that, hopefully, the Practice had succeeded in appointing 2 part time GPs. The waiting time for a routine non-urgent appointment is currently around 6 weeks, but she was hoping to get this down to around 2 weeks. She will investigate whether local stats were available to compare this practice with others.
6. The matter of financial problems at Kingswood Health Centre, which had been discussed in local media was raised. VP said that finance was not one of her responsibilities, but she was not aware of any difficulties.
7. A few of those present had used the ‘Call Back’ phone option and found it worked well. VP is intending to mention this topic in her next Newsletter, emphasising that its use kept the caller’s place in the queue.
8. The role of Physician Associates was discussed briefly.
9. SH remarked that there had recently been a number of texts about staff illness, and requesting that non-urgent calls be deferred. VP said the indications were that such requests were successful.
10. AT said she found she was having to throw away amounts of an ointment for skin cancer because it had become out of date. She had written suggesting to the manufacturers that they make smaller tubes, but without success thus far.
11. AH asked why the box in which patients could leave specimens etc. had been withdrawn. VP explained that a problem had been encountered because patients were failing to provide a name with their specimen, and requiring them to leave specimens with a receptionist meant the latter could ensure the patient was clearly identified.

Next Meeting: Monday 14 October at 1.30pm