

WESTOVER PATIENT PARTICIPATION GROUP MINUTES

Tuesday 2nd December 2014 18:30

Attending: Stephen Willoughby, Jack Williams, Brian Saunders, Steve Burrows, Jennie Morgan, Dr Jennet Denwood, David Whitworth

Apologies: Sharon Tedstone, Evelyn Lee Savage

1. Introductions
 - Jennie Morgan was welcomed as a new member to the Forum
2. Surgery Update
 - Dr Henderson has left the practice and been replaced by Dr Faulkner. Dr Faulkner will work 4 days a week which will increase the amount of doctor time and reduce the reliance on locums.
 - Emma Broome and Gemma Carter have left the nursing team and been replaced by Mo Robshaw with recruitment for a further vacancy currently taking place.
 - Sarah Millar has joined the Reception team
 - A new telephone system will be introduced in February/
 - Patients can now make their appointments and request repeat medication over the internet via the Emis Access system. Feedback is that it is very simple to use.
3. Update on the Premises
 - Business case for new building was submitted in early 2013 but is still awaiting consideration pending clarification of new NHS processes
 - There are plans for the large nursing room to be divided into 2 rooms.
 - A rail for the the emergency exit at Westover was requested – David Whitworth will investigate
 - Positive feedback about the removal of the pillars at the entrance to Westover
4. Attendance at Carrick wide Commissioning Mtgs
 - Jack Williams was confirmed as the group's representative at the next Carrick Commissioning Group meeting
 - David Whitworth will advise Jack of the date and location of the next meeting
5. Friends and Family Feedback
 - New form approved
 - Questions for questionnaire to be discussed at next meeting (February)
6. Any other Business
 - Brian Saunders advised the group that this will his last meeting
 - Next meeting will be in February