

# WILLINGTON SURGERY

## Patient Participation Group (PPG)

**Meeting held on Tuesday 19<sup>th</sup> September 2023  
at 6pm**

**Present:**

Holly Goodrich (Practice Manager)	Pete Horridge (Chair)
Jo James	Barbara McCardle (Treasurer)
John Lousvet	Gillian Gahagan (Vice Chair)
Lynne Clay (Secretary)	Steve Parnell
Janice Heier	Hilary Hancock

**Apologies:**

Hilary Titterton	Sara Bains
Sharon Traill	

Number		Action
09/23/1	<p><b>Apologies for absence</b> Apologies received and accepted from Hilary Titterton, Sara Bains and Sharon Traill</p> <p><b>Not in attendance</b> Valerie Perry</p>	
09/23/2	<p><b>Minutes of the previous meeting</b> Accepted as a correct record.</p>	
09/23/3	<p><b>Matters arising</b></p> <p>01/23/04.4 Hollybrook PPG have not been in touch yet. 05/23/10 Health Literacy focus.</p> <p>05/23/11 Online booking workshop. PIP not in place yet at Repton, as Sales Director is still contacting advertisers to fund it.</p> <p>07/23/4.2 Discussion with various stakeholders regarding referral management continues.</p> <p>07/23/4.3 Car parking information included in village magazine articles.</p> <p>07/23/4.4 Holly reported that there is no-where in reception suitable for a chair to be placed in reception which would not present a trip hazard. Patients should advise the receptionist they will wait in the waiting room if they need to be seated and the receptionist will call them at the appropriate time.</p> <p>07/23/4.6 Holly confirmed that access to health records had now been actioned for all over 16-year-olds, from 18<sup>th</sup> September onwards. Past record access would need an application to be made to the surgery.</p> <p>07/23/4.7 The screen in reception had been removed.</p> <p>07/23/4.9 Mercia Marina were not prepared to receive blister packs from non-residents, they must be taken to a pharmacy.</p>	<p>Closed</p> <p>Progressing, further work needed by Pete and Sara.</p> <p>Insufficient companies yet to fund the PIP, more work being undertaken.</p> <p>Closed</p> <p>Closed</p> <p>Closed</p> <p>Closed</p> <p>Closed</p>

