

Mickleover Surgery PPG

09/01/24

Present:

Gail Johnson, Marion Hall, Alice Burns, Dave Bell, Sue Atherton, Lesley Wells, Brenda Bell, Angela Maine, Lauren Fernley

Apologies:

Sharon Conroy

Previous meeting:

The minutes of the last meeting were agreed.

Newhouse Farm Proposal – New surgery building / relocation

The practice has made several attempts to contact the community centre to reserve it for a presentation, unfortunately they have not been able to reach them.

The practice has been unable to obtain plans and images from the builders to present to the public.

Discussion with the council regarding bus routes is required.

A suggestion was made to consider a volunteer driver scheme; however this should be supplementary to an established service and not a replacement.

The practice will continue in their efforts to pull the information together and, if and when required, will call a special meeting of the PPG.

PPG get together

A proposal for the PPG to meet informally over coffee was made and agreed for the 7th March at 12:30. Dave Bell to organise at the Potting Shed.

Any other business

Lesley pointed out that there had been issues with the new telephone system frustratingly cutting off once you had waited one hour in the queue. The caller was informed that staff were all busy, which is a message the surgery did not want. Angela has contacted the supplier, the issue is resolved, and the message removed.

It was also noted that where a call back had been requested it didn't always happen. This may be due to poor reception on the patient's mobile phone.

Next Meeting

The next meeting will be held 30/4/24 at 18:30

If possible, an interim meeting may be called regarding public presentation of the plans to move to Newhouse Farm