

# Woodstock Surgery PPG

Minutes of Committee Meeting  
Held 16<sup>th</sup> October 2018 in the Surgery

**Present:** Dr T Turner, Sue Kavanagh (Practice Manager), PC (Chair), PH, AC, AH, MH, PK, AC, JB, HVO

**Apologies:** DM, CR, RS, AM, GK

1. The Minutes of the meeting held 1st May 2018 were approved.
2. **Matters Arising:** HVO said the blood pressure testing held at the Stroke Awareness event organised by Rotary in the Mayor's Parlour 5<sup>th</sup> May 2018 had been a success. It needs to be in a more prominent position next year to attract more visitors. TT said that it was a useful event and it had referred at least one person with high blood pressure to the surgery.
3. The surgery is still short of one doctor following the departure of Helen Roskell. There are now two long term locums. It was not clear how the locums are shown for availability with appointments on the Patient Access system; SK is to look into this. The surgery is still advertising for a full time doctor but they are difficult to find in the current market.
4. It does seem though that Blenheim have earmarked the old Police Station for a new surgery but progress depends on the various building planning programmes. TT is having an informal meeting with Blenheim in the near future. JB mentioned that the Heart of Woodstock action group have produced a report on the effects that the new proposed building development will have on the infrastructure of Woodstock and the town centre in particular. Hopefully they can provide another channel for the Town Council to communicate constructively with Blenheim and the other various councils. Copies of the report can be obtained by emailing JB ([john@thebrimbles.co.uk](mailto:john@thebrimbles.co.uk)).
5. SK again mentioned the 'Hub', serving 8 locations, which provides same day urgent appointments including the services of a physio. Access is via the surgery during normal working hours, otherwise by calling 111. One of the receptionists is retiring shortly. The practice has provided a 'signposting' sheet for the receptionists to ensure they handle enquiries promptly and refer patients to the right person. Patients may be asked the reason for their call.
6. **PPG Guide to Online Services:** Several people have mentioned problems with the recent changes to the Patient Access system. SK said that other access software is available which provides the same function. HVO mentioned that there are reviews taking place in the NE Locality in the use of emails between patients and doctors and she will report back when the results are available. TT felt that using emails with patients would increase the workload with little benefit to either party.

7. **Future of Woodstock Surgery PPG:** MH was of the view that there were few results to show from the PPG over the last 3 years and felt it required better working between the PPG and the surgery. Although SK had provided a prominent position for the PPG noticeboard in the treatment room waiting area, this was one of many noticeboards within the very limited confines of the surgery. JB produced an informative poster about the workings of the PPG. (copy attached).
8. ZH and PH said they were prepared to write articles provided these were useful but would require proposals and basic information from the surgery for relevant topics. These could be in the form of a news sheet which would be put on the surgery website, circulated to local news sheet editors, left as hard copies in the surgery and elsewhere. PK said that with some help he would be able to organise house to house deliveries. He also made the point that basically all people want is appointment and /or advice when they are ill, but when healthy have little interest in the output from the PPG or elsewhere.
9. HVO stressed the importance of the involvement of the doctors/surgery for a PPG to be successful and suggested that the PPG should perhaps give up face to face committee meetings and revert to a virtual PPG until the time for a more specific need – perhaps at the time for a move to a new surgery.
10. **AOB:** HVO mentioned a meeting in the NE Area. A PPG Forum to be held at the Marlborough School at 19.00 on the 7<sup>th</sup> November 2018 and hoped some members of the Woodstock PPG would be able to attend.

The next PPG meeting will be the AGM to be held Tuesday 15<sup>th</sup> January 2019 at 19.00 in the surgery.