**ASHCROFT SURGERY WING**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

Wednesday 8th May 2019, 12.30pm, at Ashcroft Surgery

Attendees: Practice Manager

4 patients

1. Actions from previous minutes

*Confidentiality* – reception staff have been asked to transfer calls requiring discussion of medical issues to a more confidential extension than the reception telephones which can be overheard by patients in the waiting area.

*Notes on prescriptions* – GPs and Dispensary staff were made aware of the issue raised at the last meeting and will be more prudent when attaching notes onto prescriptions.

1. Building Works to Surgery

Tenders are now being invited with a view of starting works asap.

1. Additional decorative works to surgery

It is our intention to have some extra decorative works and minor repairs carried out once the builders are on site. In particular painting of the woodwork to the porch, repair of the porch floor and general painting inside the surgery.

1. Flu 2019

We are not expecting any delays to planned vaccination deliveries at the present time and proposed holding flu clinics in September and October.

1. EPS

We have now gone live with Electronic Prescribing and patients can request that their prescription is sent directly to a nominated pharmacy for their convenience.

1. Phone System

The serious issues with the telephone system were resolved in March

Next meeting will be held in September 2019 – date TBC.