

## **Minutes of the Patient Participation Group of Coleford Family Doctors 5<sup>th</sup> April 2023**

**Present:** Bridget Docking, Dr. Liz Williams, Anne Childs, Clive Elsmore, Jan Baynham, Eddie Barnaville, Mary Whitley, Teresa Chapman, Jane MacBean

**Apologies:** Mary Coupe, Steve Furness

The minutes of the last meet were agreed

Chairman, Clive Elsmore had offered to stand down as chairman but as there was nobody else willing to take on the role Clive agreed to continue

### **New building**

There is no progress on the building. There seems to be an impasse between the builders and land owners which neither the surgery or ICB have any control over. Costs in the meantime are rising. This is proving to be very frustrating for the health care staff and quite demoralising.

The meeting discussed what they could do which could include lobbying the MP or writing to the media. NHS staff are not allowed to do this.

### **Canopy hatch for dispensary**

The cost of erecting this will be about £660. The practice does not have funds to do this. The meeting discussed possibly fund raising for it but there were mixed responses as to whether this was viable.

### **National Patient Survey**

The results for the practice were favourable but let down by the telephone responses. The telephone system is at capacity and it is not prudent to spend £40,000 plus on a new system when the practice will be moving. There are currently four care navigators answering the telephone throughout the day, the length of call time varies depending on the type of call and the patient's need at the time.

### **Patient Survey**

Agreed that this should focus on access and waiting times for the telephone to be answered. Patients to be encouraged to use the website if possible as the response may be quicker

### **Local Medical Council (LMC)**

The results of the recent survey LMC showed that GP practices in the Forest were under considerable strain due to increased demand

### **Covid-19 boosters**

Patients over the age of 75 and immunosuppressed 18 years and over, are to be invited for a booster over the next few weeks. These will be given in the practice.

**AOB:** Lloyds chemist in Coleford has been taken over by Drybrook pharmacy

**Date of Next Meeting:** 20<sup>th</sup> July 2023