



meeting and the PPG will meet again shortly after to decide on our follow up programme.

### **Practice Update**

- There are going to be changes to nurse appointments. Currently they can be 10, 20, 30 or 40 mins long and it is quite complicated to match availability to appropriate appointments. From January they will be 15 or 30 mins long.
- Cryotherapy has had to stop with immediate effect due to problems of supply and transportation of liquid nitrogen. This is a problem for all practices across the CCG.
- 2244 flu vaccinations have been carried out so far. These are an important part of funding a nurse's salary.
- Dr Beth Mackay will be returning from maternity leave at the end of November.
- 2 new receptionists have been appointed – 1 started this month and the other will start next month.
- A net 78 additional patients have joined the practice in the last 5 weeks taking it to a total list of 10639. With the ever increasing numbers the practice are looking at new ways to meet clinical needs.
- The latest practice newsletter has been published – suggestions and amendments from the PPG were reflected in this.

### **Patient Communication**

- There was one note in the message box. A patient had been waiting for an hour for their appointment and would have appreciated access to drinking water in that time. MB and GH recalled that previously there had been water available but this was before RP worked at the practice. He will consult with the GPs as to why it was removed and look into feasibility of reinstalling it, bearing all H&S issues in mind. If a patient needs a drink the receptionists would always be willing to provide one.

**The meeting closed at 7.30pm  
SC will contact everyone once RP has arranged the date of the next meeting with John Bridges**