**ASHOVER PPG MEETING – 22nd October 2024**

**PRESENT:**

Jose Rodgers Bernard Everett Mike Thomas Zoe Renshaw

**APOLOGIES:**

Colin Seeds Chris Miller Robert Webster

**IN ATTENDANCE:**

Dr Simon Theakston Joanne Gordon Deborah Hirstwood

The meeting started with an update from Joanne Gordon.

**Flu and covid clinics** These are going well. Both surgeries started on 3rd October, which was the earliest date allowed by NHS England and to date, over both surgeries 2600 patients have had a covid vaccination and 3000 patients have had a flu vaccination. The last clinic set to be held at Ashover is 8th November, although if there is a demand one final clinic may be arranged and Imperial Road are aiming to hold their last clinic by the end of the November. The NHS England cut off date is early December.

**Other vaccinations** NHS England have set very rigid criteria for the new RSV vaccination. Both sites did an RSV promotion prior to the flu and covid clinics starting and Debbie is planning on continuing this once the last flu and covid clinic has taken place in November. She is also planning on promoting the shingles and pneumonia vaccines for Ashover patients.

**New telephone system** The new telephone system came into place at the end of September and whilst it hasn’t been without its challenges it does appear to be delivering a better and faster service for patients. Patients have commented that they like the call back facility – at Ashover this comes into place if a patient has been waiting for the phone to be answered for six minutes or longer or if there are 6 patients in front of them in the queue. The call back option is only available for patients that have the number they are calling from registered with the surgery. The new telephone system does mean that incoming calls to either site can be answered remotely (from both sites or even at home) which is helpful in busy periods and could be of benefit during periods of bad weather when there may be a possibility of sites closing early/opening later for staff safety reasons. Members commented that the new telephone system is a definite improvement.

**Surgery redecoration** The surgery is currently undergoing a programme of redecoration. To date the public areas (entrance, patient toilet and waiting area) have all been redecorated. This will continue to the remainder of the property over the coming months.

**Merger**  This has now been agreed in principal by the ICB. A final presentation is due to be given in December and public consultations will be arranged in the new year. All patients that are registered at both practices must be contacted to be informed of the merger and this will be done via text message and letter. It is hoped that the merger will take place around mid April 2025. It is felt that Ashover patients will feel the main benefit from the merger as they will be able to chose to be seen at Matlock as well as Ashover – thus meaning more appointments being available to them.

**Ashover PPG** Now that Gordon Johnson has stood down as Chairman the PPG is in a position that it is unable to run without one. A new Chairperson is needed as the PPG must be independent to the surgery. The Matlock PPG have been without a Chairperson for a couple of year and therefore do not have regular meetings – although Gordon was always generous in inviting them to attend the Ashover PPG meetings. Once the merger has taken place it is intended that there will only be one PPG and the members of both the Matlock and Ashover PPG will merge.

It was agreed that Debbie will draw up a promotional poster and email this to Mike Thomas for him to distribute on local groups Facebook pages and websites. Debbie will ask one of our staff members that lives in Ashover to call into businesses and meeting places within the village (Stamp, Anna's, the butchers, the church, the Bassett rooms, etc) to see if the posters can be displayed. Debbie will also see if posters can be displayed at the library and Town Council Rooms in Matlock.

The PPG will also be promoted during the work required for the merger (public consultations, contacting of patients).

Joanne confirmed that whenever she deals with a patient with a complaint she does invite them to join the PPG.

Debbie advised Members that whilst Gordon had invited speakers to each PPG meeting this was not the way the Matlock PPG had previously worked. When the Matlock PPG did have a Chairperson an email was sent out to all Members with the meeting date and a request that any agenda items be directed to the Chairperson by a set date. The Chairperson would then convey these to Debbie and the agenda would be drawn up. Jose Rodgers commented that although she did not wish to have the responsibility of Chairperson she did feel able to organise speakers.

It was confirmed to Members that without a Chairperson the PPG could not hold meetings but in the interim Joanne would send out regular updates to all PPG members – the next one being an update with regards to the merger once the final presentation to the ICB has taken place in December.