



WESTFIELD ROAD SURGERY

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Dr. Vannan Canthaboo

Dr. Antoinette Canthaboo

Practice Manager: Emma Weatherley

PATIENT PARTICIPATION GROUP – AGENDA

Monday 16th September 3.30 – 4:30pm Westfield Road Surgery

Attendees Emma (PM) Mandy (DPM), Michael, Ruthie, Dawn and Angela

1.	Total Triage Update
2.	Flu and Covid update
3.	Surgery Extension Update
4.	Any other Business

Total Triage Update

We asked how everyone felt about the triage forms and were given mostly positive feedback like they have used it and have received either a face-to-face appointment or telephone consultation with a GP on the same day. Ruthie had never used it but heard negative reviews about it from others. We reported that call volume has decreased since the triage started in March. The stress levels of the staff were so much better and dread at 8:30am and 2pm. Patients were seen by the most appropriate Clinician as recommended by the Doctor.

Flu and Covid Update

As we are approaching Flu season the clinics have been organised and started getting back in for October. We are not allowed to give flu vaccinations to our 65's and under 65 patients at risk till 3rd October as per the guidelines by NHS England. We have been concentrating on inviting our 2 - 3 year old children for their nasal

vaccine and our pregnant ladies as well as giving the eligible patients the RSV vaccine. The clinics booked are the 5th and 12th October.

Extension of the Surgery update

We informed the group that we are a step forward with the extension as we have secured funding for the project by Taylor Wimpey Builders who built the estate Newton Leys, there is always a portion of money called Section 106 that goes towards healthcare. The amount that has been promised us is £1.6 million which will be enough to build and equip the extension. A copy of the plans will be attached.

Any other Business

Michael mentioned that he saw on the calling screen the amount of DNA'd appointments we had had last month and found this absolutely appalling. He said were we able to charge for missed appointments which we replied that we were not allowed to do this but agreed that it was so wrong and a waste of appointments. They ask if more posters could be put around the building to be more visible.

We discussed about the next meeting and decided that they would be quarterly so we will have the next meeting Monday 20th January 2025 at 3:30pm.