

WHYBURN PPG-MEETING HELD ON ZOOM 2.00 PM ON 1ST FEBRUARY 2022

Present Dr Connor, Joanne Pugsley, Margaret Kerr, Heather Bingley, Eleanor Curtis, Roz Mayes.

Issues Recruiting Staff

Dr Connor discussed staff leaving due to pressure, trying to recruit more receptionist, have taken on 1 part time starting March, looking for a further 3 x part time or 1 full time and 1 part time, hard to recruit due to pay / working 5 days a week, pay being review and other options 4 days 1 day off.

Phones

Even though we are short on reception we are getting additional help from the Admin staff between the 08:00-09:00 am.

We make sure answering the phones are top priority and there is a minimum of 2 staff on the phones.

Boots the Pharmacy

Gail the manager has left and was not replaced straight away, also another member of staff left so there is a back log of work, patient needing a token from reception to then collect there prescriptions

New Health Centre

Dr Connor advised was going ahead. No plan for a Pharmacy.