

MRS PPG MINUTES

THURSDAY 18th May @ 19.15

Mill Road Surgery

Present:

Peter Barfield

Matt Carter (MRS)

Dr Nirmalan de Silva (MRS)

Steve Essam

Henry Fried

Jo Fried

Marilyn Hurst

Davina Kinzett

Vivienne Klimowicz

Christine Mellish

Lara Rogers (MRS)

Carolyne Taylor

Clare Williams

Apologies:

Clare Bailey

Sarah Carpenter (MRS)

Liz Taverner

1. **(CT)** welcomed everyone and stated that it was good to hold a face-to-face meeting at last. **(CT)** acknowledged that the PPG is a voluntary group however there is an expectation that members would be able to attend the majority of the quarterly meetings as stated on the application form.
2. Matters arising/Action Points from previous meeting.
 - Rob Johnston (**MCC**) had a constructive dialogue with Steven Last, Hospital Estates, and it seemed likely that some kind of arrangement re the Contractors car park at the surgery would be discussed. However **(CT)** has learnt that Steve Last is to leave his post in June. A new contact name has been obtained and **(MC)** will email Dr Shane Gordon.
 - The tree in the entrance to the car park has been pruned and is now deemed safe.
 - The installation of a drop kerb suggested by PPG appears to be too expensive. As the surgery is on private land this work would need a license of alteration from the landlord. This is very costly and not viable at the current time.
 - The newsletter is now posted on local Facebook groups.
 - The recycling of inhalers takes place at Boots, Rowlands, and other pharmacies.
3. Update from Surgery
 - Staffing – 2 GPs have joined the practice. Replacements have been appointed for a Health Care assistant and Reception staff member.
 - The telephone system has been upgraded. There continues to be teething problems, and these are being monitored. The issues will be resolved as soon as possible. More stats are available with this system e.g., how many people currently ringing the surgery to be displayed on a screen.

- More appointments will be available online to try and alleviate the 8am queue. There is more capacity, but demand is growing – i.e., more housing.
- Patients are not always willing to see a practitioner other than a GP. It was suggested that the various roles be clarified to enable a full take up of all available appointments.
- The Spring Covid booster vaccination programme was mostly carried out during surgery hours. One clinic was held on Saturday May 20th. Some PPG members volunteered to help.
- The surgery has been completely redecorated.
- The PPG has agreed to undertake a gardening project at the surgery. This will involve the creating of beds and possible planters. Patients will be consulted for ideas as well as for donation of plants.
- Some PPG members have agreed to deliver medication if the current drivers are unable to carry out the task. A confidentiality agreement would need to be signed by these members before undertaking this. Mileage is paid at 45pence per mile. Insurance is the driver's responsibility and parking fines are not covered by the surgery. Only certain medication would be delivered, and any items not delivered would need to be returned to the surgery. Identification would need to be asked for before handing over the medication. **(JF)** suggested that drivers could use the "what3words" app to locate addresses if they were unsure about locations.

4. Newsletter

The draft newsletter was discussed. Comments and alterations were made.

(PB) will send out another draft for approval. **(CT)** sends out newsletter to patients on email list.

5. A.O.B.

- **(PB)** asked if the Health Matters meetings were still in place. He will try to contact the relevant person.
- The position of the PPG noticeboard was discussed. It was suggested that a sign be placed under the screen informing patients as to the location of the PPG noticeboard. Also **(MC)** suggested a glass cabinet displaying the PPG minutes.
- The issue of staff using the car park and therefore limiting the number of patient spaces was raised. The contractors' carpark is currently open all day however anyone parking there does so at their own risk.
- **(CW)** reminded us about Clean Air Day 15th June. There are no new resources available, but PPG members could still attend the surgery to promote this.
- **(MC)** advised that it wasn't really feasible for PPG members to handle the blister packs to look for any medication still contained in them. This is because of safety reasons.

6. The next **full** PPG meeting is to be held on **Thursday 10th August 2023 @1915 at the surgery.**

7. Action Points

- **(MC)** to contact Dr Shane Gordon re use of the Contractors carpark.

- **(MC)** Surgery staff to be asked to write a bio detailing their roles and responsibilities.
- **(CT)** Discussions to take place re Gardening Project.
- **(PB)** to enquire as to whether the Health Matters meetings are still taking place.
- **(MC)** to contact PPG if drivers were needed to deliver medicines.
- **(MC)** Consider glass cabinet for PPG minutes and/or moving of noticeboard.
- **(MH)** to precis main points from newsletter and send to **(LR)** for inclusion on surgery screen.
- **(MH)** to email Elizabeth Adebogun at Community 360 regarding attending our next meeting to talk about My Social Prescription.