

MRS PPG MINUTES

THURSDAY 17th November 2022 @ 19.15

VIA TEAMS

Present:

Peter Barfield

Matt Carter (MRS)

Steve Essam

Henry Fried

Jo Fried (unable to join -sent report)

Marilyn Hurst

Davina Kinzett

Christine Mellish

Vivienne Klimowicz

Lara Rogers(MRS)

Carolyn Taylor

Clare Williams

Apologies:

None received

1. **(CT)** welcomed new member Christine Mellish **(CM)**

A reminder re Confidentiality was given. **(VK)** asked if we could be informed as to when the minutes are published on the website as they would no longer be confidential after that point.

2. Action Points from previous meeting

- Vaccine clinics are due to end 26th November 2022
- **(JF)** sent a report via email.
Posts about blister packs and recycling are being put on FB pages e.g., MCC, community groups etc. Any other relevant information which would be useful to residents will also be posted. **(JF)** suggested newsletter could also be posted
Re patient survey - The self-register appointment screen system is due to be updated. This could be used to gain patient feedback by adding questions. This idea is to be explored further.
- The Suggestion box in the surgery waiting room is empty at the current time.
- **(LR)** laminates and displays minutes

3. Update from Surgery

- Staffing – A new Nurse Practitioner has been appointed replacing Linda G who has retired. The dispensary is currently closed Tuesday and Thursday afternoon. The staffing situation is improving, and a new member of staff has been appointed.
- Flu Clinics – **(MC)** reports that these clinics have gone well and thanked PPG members for their support. The last clinic is on Saturday 26th November.

- At the time of this meeting the book in system was not working. A new system will be operating as from WK beginning 21st November.
 - The phone system enables 50 calls to be handled at any one time. If this is exceeded the lines are full and the caller will be asked to ring back later. However, this message is not given until the caller has heard the opening message and pressed 1 for appointment booking. **(MC)** agreed to see if the “lines are full” message can be given at the start of the phone call. Also, it was pointed out that when patients hear the message that they are Number 1 in the queue there are other number 1s as 6 calls are answered at the same time.
 - Car Parking – **(MC)** has yet to meet anyone from the Hospital regarding the use of the gated land. It has now been raised with the Commissioners. The number of patients has exceeded the original planned capacity and therefore this could be used as evidence that the current car parking spaces are inadequate.
Rob Johnston from MCC has a contact at Hospital Estates - Steven Last. **(CT)** to get contact details for **(MC)**.
 - Grounds - **(CT)** suggested an additional drop kerb near disabled parking bays. There are several uneven slabs around the surgery entrance. The hedges adjoining car park spaces need cutting back to enable patients to get in and out of vehicles. There is a TPO on the tree in the entrance to the carpark. This can be lopped and trimmed subject to a **Works to Tree application** . **(PB)** to email contact details of tree surgeon to **(MC)**. The wasp’s nest in the hedge has been inspected.
4. Newsletter **(PB)** emailed members a draft newsletter. Comments and alterations were made. **(PB)** will send out another draft for approval. **(CT)** sends out newsletter to patients on email list.
 5. Planning meeting to be held – **Thursday 12th January 2023 @ 1900 at The Victoria Inn . The aim is to plan for the year ahead.**
 6. The next PPG meeting is to be held on **Thursday 23rd February 2023 @1900 at the surgery.**
 7. **(HF)** passed on Season Greetings to all.
 8. Action Points
 - **(CT)** Ask Rob Johnston for Deputy Estates manager contact details
 - **(PB)** to distribute newsletter
 - **(MC)** – update message on phone system.
 - **(MC)** to look at hedges, pavements, and tree in entrance
 - **(PB)** to email tree surgeon contact to **(MC)**
 - **(LR)** laminate and display minutes.