

MRS PPG MINUTES

THURSDAY 10th August @ 19.15

Mill Road Surgery

Present:

Peter Barfield

Kay Caldwell

Matt Carter (MRS)

Dr Nirmalan de Silva (MRS)

Steve Essam

Henry Fried

Marilyn Hurst

Christine Mellish

Lara Rogers (MRS)

Carolyne Taylor

Clare Williams

Apologies:

Sarah Carpenter (MRS)

Jo Fried

Vivienne Klimowicz

Liz Taverner

1. **(CT)** welcomed everyone and informed members that Davina Kinzett had resigned from the PPG.
2. Matters arising/Action Points from previous meeting.
 - **(MC)** had been unable to contact Shane Gordon re: the contractors carpark. The gates are being left open during the day and Patients are using it. The situation is currently being monitored and for the time being there will be no further attempts to make contact with the hospital.
 - There are now some staff Bios on the screen in the waiting room.
 - Health Matters meetings are no longer held.
 - The surgery has a list of possible drivers to assist with the delivery of medicines.
 - There will be reminders on the screen and underneath it re the PPG noticeboard.
 - **(MH)** has been unable to contact Elizabeth Adebogun at Community 360. **(MC)** will contact her re a possible attendance at a PPG meeting or producing a pack with information on My Social Prescription.
3. Update from Surgery
 - Staffing – A positive situation. 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 is now a call back facility. This has received positive feedback so far.
 - Construction work is to take place on 25th September. This involves room conversion. There are also plans for future work to convert 2 rooms into 3.
 - Vaccine clinics are likely to take place during normal surgery hours. It is unclear as to whether the Flu vaccine will be given at the same time as the

Covid vaccine. The practice is awaiting further guidance. PPG members offered their help at Saturday clinics if required.

4. Newsletter

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

(MC) will send **(PB)** information regarding Diabetes.**(PB)** will send out another draft for approval.

5. Garden Project

- A gardening team has been formed. **(CW,CM,SE,CT,MH)**.
- **(KC)** offered to help with ideas on donations of plants etc.
- **(CT)** to complete grant application
- **(MC)** to build planters.
- The practice will consider the use of the proceeds of book sale to purchase plants, equipment etc.

6. A.O.B

- **(KC)** Asked about the results of Patient surveys. The result of a sample survey between January and March showed Mill Road to be joint first in Colchester.
- The results of the Friends and Family questionnaire will be looked at next meeting.
- The Colchester Gazette is to write an article on “The day in the life of a GP surgery” featuring Mill Road.
- A discussion took place regarding the number of patients who are now registered with the practice. This exceeds 17000. The partners decide if they will continue to accept more patients.
- **(CM)** asked if there were any plans for more extended hours.
- **(HF)** stated that the signage indicating where to queue outside was slightly confusing and the queue was not always under the canopy.
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7. The next PPG meeting is to be held on **Thursday 23rd November 2023 @1915 at the surgery.**

8. Action Points

- **(MC)** to contact Elizabeth Adebogun.
- **(MC)** to send article on Diabetes to **(PB)**.
- **(MC)** to speak to Reception staff re Blister recycling packs.
- **(CT)** to complete Grant application for Gardening project funds.
- **(MC)** to Discuss possibility of using book sale funds for Garden project/begin planter building.
- **(MC)** to bring results of Friends and Family questionnaire to next meeting and send to **(CT)** to be posted on FB.
- **(LR)** to put a statement on waiting room screen about PPG newsletter and Noticeboard.
- Ideas on how to solve the issues of where patients are queuing.