

# MRS PPG MINUTES

THURSDAY 16<sup>th</sup> May 2024 @ 19.15

Mill Road Surgery

Present:

Peter Barfield

Matt Carter (MRS)

Dr Nirmalan de Silva (MRS)

Steve Essam

Simon Huggett

Marilyn Hurst

Vivienne Klimowicz

Karen Pimlott

Lara Rogers (MRS)

Carolyne Taylor

Apologies

Henry Fried

Clare Williams

Jo Fried

1. **(CT)** welcomed everyone and new member Simon Huggett. Members introduced themselves.
2. Kay Caldwell has resigned from the PPG.
3. Matters arising/Action Points from previous meeting.
  - As **(KC)** is no longer a member **(CT)** will draft a letter to send to local groups re recruitment.
  - The Data Protection policy has been updated.
  - PCN information is posted on other FB sites.
  - **(SE)** has followed up on blister pack recycling. There are no plans for the Council to introduce recycling.
  - The grant application for the Garden Project will be discussed at the council meeting in June.
  - Family and Friends results were posted on FB.
4. Update from surgery.
  - Staffing. A new GP has been appointed . Dr Stubbings works on Wednesdays and Fridays and has received positive feedback. A replacement HCA has been recruited. A Health and Wellbeing Coordinator has also been appointed. There is a vacancy for an Admin Manager.
  - The building works are finally coming to an end having taken longer than expected.
  - There are to be more online appointments. Online triage will be in place which will direct patients to the appropriate clinician for an appointment. This should alleviate the pressure from the huge numbers of phone calls received in the mornings. A discussion followed about the appointment system and ways to make it more effective. Capacity is the main issue.

- There were 429 DNAs from January to March. It was suggested that wording be placed on the waiting room screen thanking those who do attend their appointments and the impact that not attending has on the practice.
  - The PPG were thanked for helping at the vaccine clinics. The uptake was not as high as previously but higher compared to other surgeries.
  - The issue re the dropped kerb was discussed again following comments from patients who attended the vaccine clinics. Permission is needed from the landlord. It may need to be privately funded. **(MC)** to investigate further.
  - **(VK)** suggested **Your Voice, Your PPG** as a strap line. All agreed. **(LR)** to put on screen.
5. Newsletter
- The draft newsletter was discussed. **(PB)** Ideas for November edition were suggested including a new Mindfulness App and Prostate Cancer awareness.
6. Garden Project
- We await the outcome from the grant application. The surgery has approximately £200 from the book sale.
7. A.O.B
- **(de S)** reminded the members about the National Association for PPGs **(NAPP)**. **(MC)** to distribute password to enable access .The surgery pays an annual subscription.
  - **(SE)** said that he is not receiving the final newsletter sent from the group email address. **(CT)** to check this.

The next PPG meeting is to be held on **Thursday 15<sup>th</sup> August 2024 @1915 at the surgery.**

8. Action Points
- **(CT)** to formulate letter to send to local groups re recruitment.
  - **(MC)** to investigate further re dropped kerb.
  - **(MC)** to distribute NAPP password.
  - **(LR)** to place strap line as discussed and DNA information on the waiting room screen.
9. Agenda items for 15/08/2024
- Garden Project
  - Recruitment to PPG