

# MRS PPG MINUTES

THURSDAY 23rd November @ 19.15

Mill Road Surgery

Present:

Peter Barfield

Kay Caldwell

Matt Carter (MRS)

Dr Nirmalan de Silva (MRS)

Steve Essam

Henry Fried

Marilyn Hurst

Vivienne Klimowicz

Lara Rogers (MRS)

Carolyne Taylor

Apologies

Jo Fried

Clare Williams

Christine Mellish

Liz Taverner and Claire Bailey will no longer receive PPG communications.

1. **(CT)** welcomed everyone and discussed ways of recruiting new members.

- A change of wording for the strap line on screen in waiting room . The current wording will be emailed to the group and changes to be suggested.
- Possible Facebook request
- Request in Newsletter
- Possible footer on patient letters

2. Matters arising/Action Points from previous meeting.

- **(MC)** to obtain information pack from Elizabeth Adebogun re Social Prescribing. She will not be able to attend our meeting.
- The Blister pack recycling scheme is proving costly. 2 boxes are being filled every couple of months at the cost of £168. The surgery will temporarily cease to offer this service. **(de S)** Distributed an email link re blister pack recycling via Aldi. This involves creating an account with TerraCycle and sending the packs in an envelope via the post.
- The recent compilation of responses from the Friends and Family questionnaire showed an increasing ratio of positive comments. All aspects of the surgery received praise. **(CT)** to post on Facebook.
- The completion of the Friends and family questionnaire is to be encouraged. Randomly selected patients are sent text messages asking for feedback. **(MC)** responds to reviews.
- Re Queuing – further measures were discussed to encourage patients to queue in one line under the canopy. This included eye level signage, stickers on the ground and a notice indicating “the front of the queue”.

### 3. Update from Surgery

- The current situation re car parking remains the same. There are numerous contractors using the hospital owned car parking and patients continue to use it. Occasionally the gate has been locked and the surgery has had to unlock it to enable patients to access their cars. **(de S)** suggested displaying bus routes etc on screen and encouraging cycling.
- **(MC)** stated that the recent vaccine clinics proved to be the most successful so far as over two and a half thousand patients were vaccinated. The PPG were thanked for their support.
- **(CT) informed the meeting that she will write a procedure as to how the clinics will be run by Volunteers in the future. This will include allocation of roles, time slots and a lead person.**
- The staffing situation remains stable. There is a current advert for a dispensary staff member.
- The construction work is progressing although much slower than planned. It is hoped to be completed by the end of December but could be later. Outstanding work includes painting, flooring, skirting, plumbing and the snagging.
- **(MC)** reported that some surgeries do not have a PPG or there is minimal attendance at their meetings. **(MC)** and **(de S)** expressed their gratitude.
- **(MC)** informed the meeting that the dashboard will be changing in December. There is to be on-line Triage where patients can send a photo of a condition and receive advice on treatment. This will be phased in slowly and should be in place by end of February.

### 4. Newsletter

The draft newsletter was discussed. It was decided to include a statement raising awareness about the PPG.

**(PB)** will send out another draft for approval.

### 5. Garden Project

- A gardening team has been formed. **(CW,SE,CT,MH)**.
- **(KC)** offered to help with ideas on donations of plants etc.
- **(CT)** to complete grant application from Myland Community Council.
- **(CT)** to draw up a proposal for the surgery to discuss.
- It has been agreed that the proceeds of the book sales can be used for the gardening project, currently £175.

### 6. A.O.B

- **(KC)** asked about NHS data sharing. The link was distributed to members.

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

8. Action Points

- Nominations for posts of Chair and Secretary to be sent to **(MH)** by 26<sup>th</sup> January 2024.
- **(LT)** to send current wording of strap line re recruiting patients for PPG.
- **(PB)** to send draft newsletter.
- **(MC)** to obtain Information pack re Social Prescribing.
- **(CT)** to complete Grant application for Gardening project funds.
- **(CT)** to draw up Garden project proposal for the Surgery.
- **(CT)** to post results of Friends and Family questionnaire on FB.
- Ideas on signage re patient queuing to be put to the Partners.

9. Agenda items for 15/02/2024

- Election of Chair and Secretary
- Should the PPG have a FaceBook page?