

MRS PPG MINUTES

Tuesday 20TH May 2025 @ 19.15

Mill Road Surgery

Present:

Peter Barfield
Amy Bridgland
Matt Carter (MRS)
Dr Nirmalan de Silva
Steve Essam
Henry Fried
Marilyn Hurst

Vivienne Klimowicz
RM
Lara Rogers
Ellora Roy
Carolyn Taylor
Anne Turrell

Apologies Karen Pimlott

1. **(CT)** welcomed new member, Amy Bridgland **(AB)**. Simon Huggett has moved away and therefore is no longer a member.
2. Katherine Kirkman, Social Prescriber gave us an overview of her role and how patients can access this service. Leaflets are available in the surgery.
It was agreed that articles will be placed in the newsletter, the Great Horkesley Village news and the LSPN (Leavenheath, Stoke by Nayland, Polstead News).
Katherine will write a personalised piece
3. Matters arising/Action Points from previous meeting
 - Revised application form is now on the website
4. Update from Surgery
 - Staffing. Currently a stable situation.
 - The new online Triage system continues to be monitored, and a flexible approach is needed as to when the appointment system closes each day. Recent challenges due to absenteeism, fewer clinicians and annual leave has meant that it has had to be closed 9.30/10/00am.
 - DNAs do not seem to have lessened
 - Receptionists receive less phone calls
 - The issue of the dropped kerb is ongoing with a vague possibility of Landlord funding. It was suggested that the Disability Act is consulted.
5. Newsletter **(PB)** has produced the latest draft edition. Additional inclusions will come from Katherine Kirkman and **(MC)** - Eligibility re Shingles vaccine to be clarified.

6. Garden Project

- The Troughs have been tidied up and some new plants will be planted. **(MH)** to collect cash from the surgery.
- **(VK)** offered some perennials from her own garden
- A key safe will be purchased for the outside water tap key.

7. A.O.B.

- **(VK)** Pointed out that the Consulting room near Reception is not soundproof and conversations can be clearly heard.
- **(VK)** asked if it was possible for an alert system to be set up which informs patients when their prescription is ready. **(MC)** to look into this - an IT issue.
- **(ER)** gave good feedback from Myland CC re online appointment system.
- **(SE)** asked if comment box had been opened recently.
- **(CT)** congratulated **(MC)** on behalf of the PPG regarding his forth coming wedding.

The next PPG meeting is to be held on **Thursday 21st August 2025 @1915 at the surgery.**

8. Action Points

- **(CT)** to send updated email address list to members.
- Katherine Kirkman to write a piece for newsletters etc.
- **(CT)** forward NAPP password again
- Surgery to purchase key safe
- **(MC)** to investigate prescription alert facility