

## Minutes for PPG meeting 02/06/2025

Present:

Ces Smith: (chairman). Jane Ingham: (Vice Chair). Margaret Perrin: (Secretary).  
Janet Thompson, Caroline Buckland, Sarah Wilde,  
Charlotte Gorman: Practice Manager

Apologies: Linda Anderson, Denise Richards, Shayne Smith

Welcome from Ces Smith

Matters Arising from previous meeting: Nil

Minutes from the last meeting: Proposed: Jane Ingham      Seconded: Sarah Wilde

### **Surgery Update:**

Government funding:

It was published in the local newspapers that the surgery has been allocated government funding as part of the 102-million-pound injection the government are putting into 1000 Primary care surgeries.

This report was misleading as far as the Malmesbury surgery is concerned. The surgery had applied for funding for development which has now been approved, however there are still questions regarding available space in the building. If plans proceed, the surgery will be utilising the money they received to change the use of 3 offices into clinical use.

The surgery is not able to accommodate additional staff or GP trainees at present.

Consultations are ongoing regarding Sherston surgery.

Appointments:

More patients are using the PATCHS system which frees up the telephone calls at 8.00.am. Charlotte informed the group that the telephones are now often cleared by 8.30 am which is a great improvement.

Continuity of care is the priority and therefore telephone appointments for the same day are for urgent matters only. The overall aim is to offer all other appointments within 2 weeks which enables patients to choose whenever possible a doctor of their choice which can give the patient continuity for their treatment.

A presentation was given by Charlotte with regards to the recent patient survey carried out by the surgery which went out by text to patient. 94% told the surgery that their experience was good or very good and the feedback included many positive comments about the clinical and non-clinical teams.

The results of the survey were published in the Jackdaw edition and on the surgery website and Facebook page.



Pharmacy: There **may** be a change in opening hours at the Pharmacy at the surgery which will be announced later.

Members of the PPG praised the efficiency and excellent service that the pharmacist and pharmacy gives the community.

PPG members: The team discussed the fact that the PPG membership is now low in numbers as many of the previous members have left due to relocation or retiring. Charlotte will put out a request for new members on the Surgery Facebook page hoping to attract possible new members.

Action:

Margaret will contact a three local Parish Councils to see if they have any volunteers.

Margaret to send an up-to-date list of the present PPG members to everyone in the group.

Meeting closed at 8.15pm

Date of next meeting: 5<sup>th</sup> August 2025 (**AGM**)

7<sup>th</sup> October

2<sup>nd</sup> December