

Malmesbury Medical Partnership
PATIENTS PARTICIPATION GROUP

Minutes of the meeting held on Tuesday 2nd April 2024 at 19.00hrs

Present: Ces Smith (Chair), Margaret Perrin (Secretary) Shayne Smith., Jane Ingham, Alastair Knight (Vice Chair). Peter Welsh. Charlotte Gorman.

Apologies: Denise Richards, Frank Soden.

Minutes of the last meeting were agreed. Proposed, Shayne Smith, Seconded Alister Knight.

Matters arising from the previous meeting. Nil.

Surgery news:

POD:

Charlotte reported that Pod will still be operating part time for a while until the surgery adjusts. She expects POD to stop operating full time sometime in June. Patients will be informed of the cut-off date for this service.

Charlotte informed the group that since the app etc has been available.

- 1197 had made a repeat prescription request.
- 9472 patients had ordered online.
- 1500 patients do not have online access.

The group were informed that the surgery is planning to have a designated line for those who do not have access to technology, this would probably be in the afternoon from 2pm -3pm, the surgery will inform patients when this service is available.

- The app will not allow you to order your prescription 2 weeks before your medication is due.
- The group were informed that the green repeat prescription will no longer be issued to patients.
- Proxy access forms can be collected from reception.

The surgery has organised training days for patients to attend who are not familiar with Apps at the surgery. Reception will have this information if required.

PATCHS:

This system is in the early days and Charlotte reported that it seems to be working well, this system enables patients to book appointments 2 weeks in advance with their preferred practitioner. This new system has been launched to enable patients to submit requests for appointments also online. Hopefully this will increase the chances to book ahead for routine appointments and approve continuity of care as patients can request their usual GP. And of course, hopefully ease the phonelines.

Patient feedback on the new system:

- Quick and simple system to use saves queuing on the phone.
- Straight forward and easy to navigate.
- Amazing wish we had had this before.
- It beats waiting for the 8.00am phone call hands down for non-urgent phone calls.

These are only a few of the positive feedback comments from patients using the new online system.

- Staff training sessions have been held to help staff deal with increased incoming calls.
- The clinical pharmacy team will be managing the patients in the care homes.

A PPG member enquired about the new build which is ongoing in Malmesbury and the villages and what impact it could have on the surgery. Charlotte explained that they would be able to cope with the additional patients as there was a fee given for each additional patient taken on and the surgery would be able to take on more GPs to cover the additional patients. Some of the trainee GPs at the surgery would like to stay on after they have completed their training so there would possibly be some additional GPs available.

CHEMIST:

Charlotte reported that Boots the chemist has been sold and that an independent couple from Swindon will be taking over the pharmacy possibly in May.

Margaret reported that some patients were having problems in uploading their photograph on the surgery website. Charlotte informed the group that the photograph was no longer required. One patient had problems with uploading her photograph and she informed reception and the staff helped her to rectify her problem and she is now able to order online which she is pleased to be able to do.

The group discussed the fact that numbers on the PPG were dwindling, Jane would get in touch with people on the list who have shown an interest and have made enquiries in the past in joining the group. Margaret will chase up present members who are not attending to check if they wish to continue. This item will be put on the next agenda for discussion.

Ces reported that he will be stepping down as Chairman at the next AGM in August.

Information and advice can be found on the Surgery website:
www.malmesburypcc.nhs.uk

Meeting closed: 8.15pm
Margaret Perrin

The next PPG meeting dates for 2024
June 4th
August 6th **AGM**
October 1st
December 3rd.