

Mortimer Medical Practice Patient Participation Group (PPG) Meeting Minutes for Thursday 10 October 2024 at 6:30pm held in Kingsland Surgery

Present	Apologies
Sue Plant – President Gilly Lloyd Christine Moore Katy Best Rosie Stanford Dr Corbett – GP representative Fiona Harper – Practice manager Diane Lees- Secretary	Pauline Hammond Christine Hanks Ruth Davies

Item	Agenda
1	Minutes of last Meeting <ul style="list-style-type: none"> a. Green impact- ongoing looking for new ways to reduce carbon footprint. b. 24 Hour repeat Prescription Pharmacy Service On hold as considering an extension.
2	Matters Arising <ul style="list-style-type: none"> a. Appointment data- Jul-Oct 24 we had 350 Did Not Attend that did not notify us they could not attend. For the Year beginning Jan 24 we have had a staggering 1091 missed appointments. This is 89 clinical days lost. b. The National Association for Patient Participation Annual General Meeting This year's AGM will be delivered virtually as both a teleconference (via Zoom) and a live feed. Date: Saturday 16th November 2024 Time: 10:00am to 10:40am for the AGM and 11:00am to 12:45pm for the Corkill Award presentations by The President. c. Staff illness, unfortunately we have just come through a challenging time with illness, with multiple people off at once we just cannot find locums. If we have to cancel, your appointment is the last resort. We have tried to find cover and reallocate where possible. d. Parking This is becoming a major issue, We have numerous staff members cars hit over recent months causing damage due to carelessness or bad parking. We are asking that patients only park in marked space. If there is not a white or yellow line, it is not a parking space and you are obstructing free flow. In Kingsland, there is the Coronation Hall car park that can be used. In Orleton there is the village hall car park. We ask that you do not block the main roads outside the surgeries and consider the neighbours when you park outside their property, try not to park over driveways.

	<p>I have witnessed people leaning or sitting on the Doctors cars in Kingsland when waiting for their prescription, this again causes damage and we request that you refrain from doing it.</p> <p>PPG reps agreed to highlight in their parish magazine articles.</p>
3.	<p>COVID and Flu 2024/25 Programme – We ran our first clinics simultaneously at Leintwardine and Orleton on the 5th Oct. It worked really well.</p> <p>We have Kingsland this Saturday 12 Oct. Appointments are fully booked. Further planned Covid/Flu clinics 31st October, 4th and 6th November all at Kingsland booked appointments only.</p> <p>Health Care Assistants and Physician Associate can now administer the Flu vaccine but not Covid.</p> <p>There have been a few grumbles about parking, this is something we have no control over and have taken steps to improve over the years. This was one of the considerations when moving to appointment only clinics. We can manage the volume of people and avoid those lengthy queues around the car park and blocking the main roads.</p>
4	<p>PPG</p> <p>a. Nil</p>
5	<p>Practice News</p> <p>a. Staff updates New GPs Recently we have Dr Emma Derbyshire who joined us from Ryeland Surgery and Dr Neda Abyaneh who also joined us from Ryeland. Dr Matt Howard has returned to finish his registrar training.</p> <p>Reception Bronwen left before completing her probation to pursue a career with an airline. Kirsten has re-joined the team this month.</p> <p>Dispensary Jacqui has left the practice in August after 21 years and we are about to welcome Gemma. Also we have had Kate and Claire join the dispensing team recently.</p> <p>Domestic team- Nicki has left the team so Becky and Lalya have taken over the cleaning at Orleton.</p> <p>b. St Michaels Hospice – Walk in memory of Bel Lloyd. On the 7th of September a group of us from Mortimer did a 4Km walk around Kingsland we were joined by staffs children and a few of their dogs. We also welcome Bel's Husband and her Brother who joined us for the walk. We</p>

	<p>raised a total of £1071.55. Thank you to everyone who donated and supported us.</p> <p>Protected training Afternoon 17 Oct 2024- Protected Learning Time on the 17th October surgery closed for afternoon but switchboard manned for emergencies</p> <p>Clinical staff will be doing Domestic abuse training with the West Mercian Police. Reception and Admin staff have done theirs. Once completed we will be a certified IRIS practice.</p> <p>Dispensary staff will be recapping and learning how to endorse the prescriptions before sending back to NHSBA.</p> <p>c. Administrators and Reception will be doing some Carer training and signposting with a representative from Taurus Healthcare. Also, be refreshing and learning about the patients medicines screen to help with queries on Reception.</p> <p>d. Protected training afternoons 2025- Surgery and dispensaries will be closed from 12pm and reopen usual time the following day. Please plan ahead. 14 Jan 25 (Tues) 09 Apr 25 (Weds) 10 July 25 (Thurs) 14 Oct 25 (Tues)</p>
6.	<p>Questions from Patients</p> <p>a. Why is it not possible to currently see test result documents online in patient's accounts? Is this just test result docs or all docs and is this situation permanent? For test results does the practice ask patients to use (your busy) phone lines?</p> <p>Answer: All results as soon as they are filed should be visible to the patient.</p> <p>b. Patients have been voicing opinions and feeling unsettled, with new faces of GP's now at the practice. Their questions have been: Who is who? What do they look like? What do they specialise in? Which GP is mainly at which practice? Who would you recommend? photos either up in surgeries or rolling on the screens.</p> <p>Answer: we have looked at adding photos to the website; there has always been a resistance to this. It is something we can look at again. We do appreciate there is a lot of change at the moment but it will benefit the patients as we have increased our GP team to 8, we have GP Registrar with us until August 2025.</p>

	<p>With regards to specialities they are all generalists however; Dr Derbyshire and Dr Oloro have an interest in woman's health.</p> <p>c. Patients would have liked to have included within the text the dates and surgeries these clinics were taking place so as to have been more prepared.</p> <p>Answer: Unfortunately we can only get so many characters onto a text then it becomes 2 and doubles the cost. We spend time trying to be succinct to get the relevant information to the patient. We did advertise that they would be in October however we did not know when the COVID vaccine was going to arrive at one point we did not have any for the 5th. We had to go ahead and get the letters and texts out regardless or we would have been too late.</p> <p>d. Is there a possibility that the surgeries can be used by the blood donor service either as a one off or to have regular donor sessions to help remedy the national blood shortage situation?</p> <p>Answer: Unfortunately we would have to enhance our insurance as it is work outside normal General Medical Service contract. This would come at quite a cost.</p>
7.	<p>Any Other Business</p> <p>a. Neighbourhood and community support Gilly Lloyd shared information about a proposed scheme called Neighbourhood and Community support. Coco is the Compassionate Co-Ordinator for this project which would provide a Listening Ear for the vulnerable/depressed, people who are isolated to name a few. Yarpole is interested in starting a group. Bodenham has one already. Gilly to keep the group updated and Fiona to try and find out more.</p> <p>b. Christine mentioned that many people were congratulating the staff who ran the Breast Screening programme in Leominster recently. Fiona suggested writing to PALS as they will really appreciate positive feedback.</p> <p>c. Sue felt more people should be on the PPG to cover more of the villages covered by the Practice. Fiona to try a Recruitment drive. Christine to ask at the WI in Bucknell.</p>
8.	<p>Date of next meeting 23 Jan 25- at 6:30pm. All agreed to do it via TEAMS due to dark nights and bad weather.</p>