

MINUTES OF THE PPG MEETING HELD AT SOMERBY SURGERY 5th MARCH 2025

Present ; Claire Southerington , Caroline Burnish, Suzie Henson-Amphlett, Hilary Soper , Miriam Bird , Jacqueline Fionda , John Watchorn , Richard Soper

1. Apologies for absence ; Mike Fryer , Alison Wheatcroft , Julie Glover , Carole Memory, Caroline Wicks

Richard informed the meeting that Kathryn Fryer had stepped down from the PPG . The group expressed their thanks to Kathryn for her input to the PPG over recent years .Julie Glover and Caroline Wicks have submitted the revised PPG form and expressed an interest in the PPG but were unable to attend the meeting.

2.Minutes/actions from previous meeting (27th November 2024). (i)Following the fire audit carried out at Market Overton the planned work has been approved.The planned redecoration and lighting replacement work at Somerby has also been approved. From the discussion at the meeting ,consideration to be given to installing a sliding glass door. (ii) The PPG sign up form has been updated on the surgery website. (iii) Claire discussed the Lodge Trust with the PCN Partners but we are unable to progress. (iv) Jacqui has set up the PPG email address and will forward any emails that require a response to either the surgery or Richard . (v) Jacqui is monitoring the “Have Your Say “ box at Market Overton , Mim and Hilary are monitoring Somerby. Any comments that require a response are to be given to the surgery or Richard.

3.Staffing situation latest. Dr Roberts is now a permanent GP at Somerby and Market Overton , joining Dr Shah and Dr Hanford. The vacancy for a receptionist at Market Overton will be advertised shortly. The diabetic specialist nurse will be retiring later this year.

4. Patients feedback. (i) Comments submitted on the “Have your say “ leaflets to be included in the next Newsletter - Action Richard. (ii)The WiFi password to be displayed at both surgeries -Action Claire. (iii) The error on the link to the PPG Newsletter on the surgery website has been rectified by Claire contacting the website provider immediately after the meeting . Claire has also amended the wording to confirm that the PPG email address is monitored by volunteers so patience is appreciated. (iv) John highlighted that the Somerby address on the website is incomplete -Action Claire. (v) John to send Claire details of the specific issues raised on the diabetic nurse appointment and medical notes. (vi) Mim raised the question of which patients are automatically offered annual health checks, Clair confirmed it is for those who have Long Term Conditions (LTC's). (vii) Jacqui raised specific issues of phone calls from Market Overton about blood pressure results and care plans - Claire to investigate and feedback to Jacqui. (viii) Patients have asked if

photos of surgery staff can be made available to enable them to know who they are seeing at the surgeries. Whilst a small number of photos are on the surgery website on the "Meet the Team " tab , Claire will ask the Practice if they wish to add others. (ix) Richard raised an issue on Alison's behalf which Clair will now look into and feedback to Alison. (x) There have been 15 comments left by patients in the "Have Your Say " boxes since the last meeting on 27th November and 1 email since January. (xi) In response to other patient feedback raised by Richard ,Claire confirmed that where possible medication reviews are now planned in the month of patient birthdays and if patients wish to discuss their medication concerns outside of the annual review they should contact the surgery to arrange a call.

5. PPG/PCN meetings, reports/updates. Richard gave feedback on 3 meetings attended on behalf of the PPG ; (i) the open meeting held in Oakham to discuss the consultation currently underway on the services provided at Rutland Memorial Hospital (ii) the PCN meeting which discussed the complaints handling procedure (Pohwer) , the housebound definition policy and same day access (iii) the LLR ICB meeting which outlined the national priorities for 2025/2026.

6.PPG Newsletter Spring edition. Content was agreed as ;Patient feedback - detailing the "Have Your say " comments and actions taken , Pharmacy First , Clare Tyler's role , Sharps boxes . Action - Richard to put together , Claire to forward details of Pharmacy First and Clare Tyler's role to Richard.

7. Any Other Business . (i) Richard confirmed that 2 items have been included in the Towards magazine since the last meeting giving information on the PPG and on missed appointments. (ii) Claire shared the wonderful news that Sara gave birth to Theo in January and both are well. (iii) Hilary asked if the surgery could generate reminders to be sent by text to patients to help with reducing the number of missed appointments .Action- Claire to look into what might be possible .(iv) Hilary asked for clarification on Sharps (needles) disposal. Action - Claire to confirm that patients using Sharps will be offered a Sharps box and informed about where to have them collected . Suzie confirmed that Rutland will collect boxes and give out replacements but Melton will only collect. Action - Hilary to contact Melton.(v) Jacqui highlighted that there is no sign visible from the road to show the Somerby surgery location. (vi) Claire confirmed that the PCN reviews the dashboard data and have noted that the number of missed appointments in February has reduced to 58. (vii) Claire updated that the GP collective action might end soon following the BMA's agreement with Government but there is no intention to reduce the length of appointments that is now offered. (viii) Richard confirmed that the Community Hub have arranged to hold a presentation to mark Dr Bietzk's retirement at Somerby village hall on Thursday 20th March at 6.30pm to which the PPG is invited. (ix) John suggested attending the surgery to give out information on the PPG to encourage more members . Action - Richard to arrange a separate meeting for the PPG volunteers to discuss this further.

8. Date and topic for next meeting . Wednesday 11th June 1pm - 3pm at Somerby surgery. Action - Claire to arrange for Beth Kane , Pharmacist , to attend to give a short presentation to the meeting .