

## MINUTES OF THE PPG MEETING HELD AT SOMERBY SURGERY 11th JUNE 2025

Present ; Claire Southerington, Melissa Franklin , Dr. Lucy Pearson, Jacqueline Fionda, Miriam Bird, Suzi Henson-Amphlett , Caroline Wicks, Alison Wheatcroft, Ed Richardson Richard Soper, Hilary Soper , Carole Memory, John Watchorn

1. Apologies for absence ; Mike Fryer , Julie Glover has confirmed she no longer wishes to be part of the PPG.

2. Minutes/actions from previous meeting (5th March 2025). (i) Consideration has been given to installing a sliding glass door at Market Overton but no further projects are currently being planned until Sara returns . (ii) The WiFi password was displayed at both surgeries but has now been removed due to intermittent availability. It is being given to patients who request it. (iii) The Somerby surgery address has been updated on the website. (iv) Photos of the GP's have been added to the "meet the team" tab on the surgery website. (v) The ability to send text reminders of appointments to patients is being reviewed. Action- Dr Pearson. (vi) Richard contacted Leicestershire council regarding signage for Somerby surgery from the road. LCC responded that there was no money available. Action - Claire to consider moving the existing sign to make it more visible from the road.

3. Staffing situation latest. Recruitment is under way for a GP to cover 4-6 sessions per week. Interviews are planned for late June.

4. Patient feedback. There have been 4 comments left by patients in the "Have your say" boxes and 3 email comments since the last meeting. These will be included in the next newsletter. All were discussed at the meeting and the following actions agreed ; (i) The need for 2 appointments for diabetic annual reviews to be carried out to be revisited- Action Claire. (ii) The possibility for repeat prescriptions to be extended to 2 months to be explored. Action- Claire. (iii) The occasional unavailability of some common blood pressure meds at the surgery dispensary is acknowledged. Action - Claire to review. (iv) Booking of a follow up appointment with a GP at the GP's request is to be raised within the clinical teams within the surgeries. Action - Claire.

5. Appointment booking process. Dr Pearson explained the process and confirmed that there are appointments available each day for urgent cases. GP's are able to book follow up appointments during a patient appointment and the receptionist team are trained to triage patients to then offer appointments with the most suitable practitioner. She confirmed that the PPG team can help to spread the message to patients that when they contact the surgeries for an appointment they should trust the triage process and take advantage of the services that can be delivered by the Primary Care Team as in many cases that will be more efficient than waiting for a GP

appointment.Action- Richard, Jacqui, John,Hilary to put together an article for the newsletter and an item for the Towards magazine.Claire confirmed that since the last meeting 5 patients have been contacted regarding repeated failure to attend booked appointments and warned they may be removed from the practice if they continue to fail to turn up to appointments.

6.Update on the planned refurbishment work at both surgeries. The work on the porch and the outdoor slabs at Market Overton is planned to be completed by the end of August.It will not be possible to drop the curb on the disabled parking space. The decorating and lighting at Somerby will be carried out in the autumn.

7. Dashboard data. Dr Pearson confirmed that MOSS performance is monitored by the NHS ICB and is compared both with Leicestershire and Nationally. MOSS performance compares favourably with the rest of the Rutland PCN.Dr Pearson did make the PPG team aware that some of the dashboard data shared monthly with the PPG will have anomalies due to measurement inconsistencies.

8.PPG/PCN meetings,reports/updates.Richard attended the LLR PPG network meeting in May and confirmed that the Digital First campaign is the next big government initiative.Everyone will be encouraged to use the NHS app. The challenge this presents is that a significant proportion of patients will struggle to use the app , therefore we need to encourage patients who are comfortable with the app to use it and free up surgery staff time to focus on those who can't.

9.Any other business.(i)Claire advised there had been issues with the sewerage pump at Somerby which had caused closure of the surgery on 2 occasions. Work is ongoing to resolve the problem.(ii)Ed gave feedback that it was difficult to be given timely appointments at Market Overton and that he finds the Rutland pharmacy in Oakham very efficient and therefore uses it instead of Market Overton dispensary.(iii)Alison confirmed she had been given feedback by patients that it looked very untidy with weeds and part of the fence was broken.Action- Claire to add to the external maintenance work.

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