

MINUTES OF THE PPG MEETING HELD AT SOMERBY SURGERY 10th SEPTEMBER 2025

Present ; Claire Southerington , Beth Kane , John Watchorn, Jacqueline Fionda , Suzi Henson-Amphlett , Miriam Bird, Anne Pearson ,Richard Soper , Hilary Soper

1.Apologies for absence ;Caroline Wicks, Alison Wheatcroft , Carole Memory, Mike Fryer . The meeting welcomed Anne Pearson who is now joining the PPG.

2.Presentation from Beth Kane , Clinical Pharmacist. Beth gave an excellent presentation on the role of the pharmacy team. It was agreed this should be included in the autumn newsletter. Action -Richard/Claire. It was highlighted during the presentation that text messages from the surgery sometimes include the name of the sender , some not .Action -Claire to review.

3.Minutes/actions from previous meeting (11th June 2025).(i)The ability to send text reminders of appointments to patients is being reviewed. Action-Sara Kenrick.(ii)Moving the sign for Somerby surgery to make it more visible from the road. Action-Sara as part of the grounds meeting in September.(iii)The need for 2 appointments for diabetic annual reviews has been reviewed. Whilst this remain it will be kept as a consideration.(iv)The possibility for repeat prescriptions to be extended to 2 months has been explored but must remain at 28 days in line with NHS guidance.(v)Availability of some common blood pressure meds has been reviewed . Whilst there have been no issues lately it will be monitored.(vi)Booking of a follow up appointment with a GP at the GP's request has been raised with all clinical teams and should now be carried out by GP's themselves during the initial appointment.(vii)The article on the appointment booking process has been published in the summer newsletter and the Towards magazine.(viii)Refurbishment work at Market Overton has started but is not complete and the untidy state of the grounds at Somerby is being discussed at the grounds meeting in September. Action-Claire/Sara.

4.Staffing situation latest. Dr Bala has joined the team in August as a permanent GP covering 6 sessions over 3 days between Market Overton and Somerby. Item to be included in the Autumn newsletter. Action- Richard/Claire.Sara Kenrick has just returned from maternity leave.

5.Patient feedback.There have been 3 comments left by patients in the "Have your say" boxes and 2 email comments since the last meeting.These will be included in the next newsletter with a response to each one from the surgery. Action-Richard/Claire.All were discussed at the meeting and the following actions agreed ; (i)Sign to be put up explaining to patients that if they are unhappy with the music being played in the waiting area can they please ask the receptionist to turn it

off. Action - Claire.(ii)The untidy state of the grounds at Somerby surgery is referred to in item 3(viii) above.

Jacqui fed back that access for disabled patients at Market Overton and absence of pharmacy staff at Market Overton when patients had gone to collect prescriptions had been raised with her.

6.Members of PPG team updating patients on the PPG. John suggested attending surgery to speak to patients and give copies of the newsletter to raise awareness of the PPG and the importance of patient feedback. Hilary and Mim also offered to help with this. Claire agreed this was a good idea and asked that the surgery was notified in advance when PPG members were going to attend so the reception team are aware. Action-

7.PPG/PCN meetings reports ,updates. Richard attended the PCN meeting in July and confirmed that the Healthwatch contracts are being terminated but not until March 2027. The LLR ICB may be amalgamated with Northamptonshire as part of the NHS structure removal.

8.Any other business.(i)The data on patients failing to arrive for appointments was discussed with 89 showing for August. The team would like to see this broken down to show which surgery , the type of appointment (GPs, nurse , blood test etc) and a graph plotting the number by month to be put up on the surgery noticeboards. Action- Claire to look at what can be obtained.Action- Richard to raise at next PCN meeting to try and find out how other surgeries are trying to address the issue.(ii)John suggested the chairs at Somerby surgery should be rearranged facing the TV to make reading the noticeboards more accessible. Action - Claire as part of redecoration work.(iii)John suggested relining the parking bays in the Somerby car park. Action- Claire/Sara to discuss at the grounds meeting .(iv)John highlighted that when the surgery telephones a patient sometimes it shows no ID/number withheld.Action- Claire to review.(v)John highlighted that the hand drier and the auto check-in at Somerby surgery were not working ., Claire confirmed the faults had been sorted.(vi)Mim asked that the question of a GP open surgery to be asked again. Action -Claire to raise with the clinical teams within the surgeries.(vii)Mim highlighted that many patients still have a hard copy of the now outdated Practice Leaflet (which shows an open surgery on Thursday am).Action- Claire/Sara to look at updating the leaflet.(viii)Anne asked if the surgery had social media accounts . Claire confirmed they don't but will discuss with Sara. Anne offered to help with putting a QR code on the noticeboards.(ix)Additional items for the newsletter to include missed appointments data referred to in 8(i) above if it is available , upcoming clinic dates if they are available and information on dementia help links. Action Richard/Claire/Hilary.

9.Date and topic for next meeting. Richard highlighted that the PPG should hold an Annual General Meeting to agree objectives for the coming year and elect the Chair.

It is proposed to hold the AGM as part of the next meeting which will be held at Somerby Surgery on Wednesday 14th January 2026 1pm-3pm.

Action- All to consider the objectives we should set for 2026 and who should be Chair as Richard will have been in post for 2 years and should therefore stand down.