

Minutes of Nettleham Medical Practice PPG held on the 22nd October 2025 at Nettleham Bowls club at 12 p.m.

Present. Dave Head(Chair) David Pape(VDS co-ordinator) Betty Pape(Minute taker) Lesley Hodgson(Treasurer) David and Ros Burrows, Peter and Jackie Greenfield, Jane Sharman, Jean Trahearn, Dinant Hagens, Ingrid Atkins, Amanda and Thea Shortman, Dave and Gill Rowley, Brian Hodgson, Dr Phil Williams and Stacey Forbes-Oakley(NMP)

Apologies Steve Hawes, Chris Clark , Barbara Milns Bas Aveyard and Suzanne Davies.

Dave H opened the meeting by welcoming everyone. A request has been made to vary the day of the meeting so that those people who can never make Wednesdays have a chance to attend. It was agreed that in future some meetings could be on a Thursday.

Surgery.

Cherry Surgery is temporarily closed due to a leak in the flat roof which has been sealed for now but the surgery will not re-open until they are sure it is safe to do so .It would cost £50,000 to replace the roof but over the next few years it will probably be replaced section by section. In answer to a query Dr Phil reiterated that the surgery is owned by NMP but that it is very outdated. He advised that if they are in receipt of Section 106 money from the Cherry Willingham marina opening then the money acquired would be used for an extension to the surgery. Concerns were again expressed about the large step at the front door but DrPhil hoped that if an extension is possible in the future the surgery could be reconfigured to incorporate a rear entrance.

There is now a physio at Cherry surgery all day every Wednesday.

The refurbishment at Nettleham will start next week. In total 7 consulting rooms will be refurbished. This is being paid for from Section 106 money. By doing away with the carpets in these rooms, infection control will be much better. 2 new Doctor's rooms will also be constructed in the waiting room area.

Stacey will check if the problem re the outstanding waiting room chairs has been resolved.

The webinar meeting had been positively received and it is planned to hold the next one in November.

The drivers still felt there was a problem with the front door sensors. Stacey will check this out.

The surgery and drivers are still waiting for the new badges.

The surgery is routinely sending out patient surveys to a random selection of patients. This gauges how happy patients are with different aspects of the surgery particularly accessing appointments etc. Satisfaction scores are steadily increasing.

SystemConnect is now open 8a.m. to 6.30 p.m.

The surgery is still not happy with the telephone wait time. They are looking at getting technical help to solve the problem but all are urged to use the callback system which is working well with positive feedback.

Dr Phil suggested more drop-in waiting room sessions hosted by the PPG volunteers. Betty Pape will organise this.

Concerns were once again expressed about people not obeying the one-way sign in the car park. It was felt a give way or stop sign on the right hand side might help.

Driving scheme

David P thanked all volunteer drivers for their hard work and commitment. He has only had positive feedback from transport users.

He expressed his thanks to Robin who has finished as a driver as he has moved. There are currently 9 drivers but more are always needed.

He thanked Stacey for allowing him to have an input into one of their training afternoons.

There are still problems with the transport list particularly with people being missed off. Stacey will investigate this. David will attend the next staff training day to ensure all new receptionists understand how the scheme works which hopefully will help to eliminate problems. He also asked if mobile phone numbers could appear on the sheet alongside home phone numbers as there have been problems lately with patients no longer using landlines.

Treasurer

Lesley reported the current account balance is £3531.42.

The surgery need a new phlebotomy chair which could be funded by the PPG.

As Pam H has moved away we need a new co-signatory. It was felt 4 co-signatories would be better. Jean T, David B and Gill R were willing so Lesley will contact the bank to see what is required.

It was decided to hold the Christmas lunch at the Wishing Well in Cherry on Wednesday December 3rd at 12.30 p.m.

Chair

Dave H will liaise with Amanda re updating the Driving Scheme poster.

He also asked about the recent vaccination clinics. Dr Phil confirmed that over 1000 patients had been seen but that an unexpected increase in those who wanted a Covid injection had caused longer waits for some.

Dr Phil confirmed that INR tests will not be offered at the surgeries as there are not enough patients who need this doing to be economically viable.

A.O.B.

Peter Greenfield expressed his thanks to the drivers for all the kindness shown over the last 2 years during his illness.

There being no further business the meeting closed at 1.30 p.m.