

STUDFALL MEDICAL CENTRE PPG MEETING – 11TH SEPTEMBER 2023

In Attendance: L G (Practice Manager), J B, B B, J P, M D, S C

Apologies from K G

- i) Approval of previous meeting minutes and PPG Constitution from 3rd July 2023. JP queried whether we should have a minimum amount to be quorate? It was agreed that although a meeting with only 2 members could take place, no decisions would be made. It would purely be used for updating members on any current issues and news. It was also agreed that LG would send out a reminder nearer the time of the next meeting.
- ii) Update on merger from LG – taking place 12th September 2023 4.30pm. Currently closing down tasks and appointments ready for handover tomorrow. IT supporting us. If patients ring in after 4.30pm tomorrow we will have to process any requests the next morning. Phone number will be diverted but direct line number is now 01536 401372. Our new name will be Aspiro Studfall Medical Centre with Dr Emily Winters as lead GP. Linda Wickham will remain as Practice Manager for the merged surgery with Vanessa Hurling supporting as Business Manager. LG will then become Dispensing Manager for Weldon and Bozeat Surgeries. Dr Oldring and Dr Mugisa will remain as GPs for the larger practice.

Some texts had been sent out to patients in Weldon to inform of merger and also of the change to making urgent appointments. All urgent appointments must now be requested either at 8am or 12.30pm. The group queried how many people know of the merger and the changes taking place? The website will be upgraded in due course but there was some doubt as to how many patients would see the notification on there or see the posters in surgery. A discussion then took place regarding how the surgery contacts patients as no one present had received any recent notifications. LG - Reception

should actively be checking with patients their preferred method of contact. However this was not something that the group had experienced when contacting the surgery. LG agreed to take back the group's concerns and see if the practice can contact as many patients as possible via messaging to let them know of the changes.

- iii) LG - Following on from the merger we will be having a refurbishment to achieve more clinical rooms and give the building a re-vamp. JP queried whether there would be enough parking if there are more clinicians working in the building but unfortunately there is no scope to increase parking in the vicinity. The church carpark is used for overspill.
- iv) LG - Covid and flu vaccinations starting next week – if you are eligible for a flu vaccination i.e. 65+ or at risk, you will be hearing from us soon. You should receive a text message where you can make an appointment online. For Dr Sumira's this should be next week.
- v) Anything you would like to see us do? Any new ideas for the group? Coffee morning for Macmillan possible suggestion for future. JP also asked that we liaise with other PPGs to see how they work. LG will look into this.
- vi) AOB – LG will send out a copy of the recent patient survey of all PCNs (Primary care Networks) regarding satisfaction with various elements of the practice.

Action points:

LG to feed back concerns to management regarding communication

LG to contact other surgeries to see how their PPGs work

Group to decide what they would like to do now PPG established

Next meeting Monday 20th November 2023 6pm

