

**MINUTES OF A MEETING OF THE FERNVILLE FRIENDS**

**1PM WEDNESDAY 13<sup>TH</sup> NOVEMBER 2024 - SURGERY LIBRARY**

**ACTION**

1. Apologies for absence received – Edith Glatter, Kevin Minier
2. We assume Nayna is still in India?
3. Attendees – John, Pat, Carolyne, Marilyn, Raheela and Aatish (for part of the meeting), Amanda and Kaushal (for part of the meeting). 2 unexpected visitors – Adrian England/colleague
4. Minutes of previous meeting not approved – none produced
5. Agenda items:

1. Roadway issues (drains, kerbs, using walking assistance devices) (JCA/PT)

There is a raised area on the pavement directly outside ramp entrance, causing trip hazard for those with mobility issues/sight impairment – and may be fully-able patients – and members of the public. The drain cover on the pavement is also proud of the pavement, causing another trip hazard. The soakaway in the road, opposite the surgery car park is overgrown with vegetation, preventing the rainwater to soak away. The excess water is building-up in the road and pavement and encroaching on the bottom of the entrance ramp.

AC has identified that the road and pavement are the property of Asda – not the LA and it is Asda who should be approached to have these essential health and safety items rectified as a matter of some urgency. It was agreed that JCA and PT would approach Asda on these matters. To bolster our case to Asda it would be prudent to mention that it is likely many patients do their shopping in Asda. Gentle approach to preserve relationship between store and Practice, viz free staff parking of 21 cars.

JCA/PT

It was further agreed that MC would make representations to Asda as a member of the public who walks this route often.

MC

Should the two approaches to Asda from JCA/PT on behalf of the patients and MC on behalf of the public coincide? Might be wise to stagger these? **Comments from all please.**

ALL

2. Fernville entrance (JCA/AP/PT)

Ramp leading from pavement to surgery entrance door. A new member of FF finds it difficult to negotiate the ramp which only offers one handrail. At the previous meeting it was apparently agreed that AC would seek quotations for a second rail. The quote is in the region of c£775. However, there is no provision in the Practice budget for such works. A number of suggestions were forthcoming, one being an approach to the Lottery Fund (from CB via AC). JCA offered to make a LF application.

JCA

Another suggestion by CDS was to place an article in the December newsletter asking for volunteer patients who are in the construction industry to help with some of the minor works needed in and around the building. This was agreed. Not all members agreed to the article being included in December newsletter. 2-3 members thought it an ideal opportunity with tradesmen being at home over Christmas and the spirit of goodwill etc! It was agreed that JCA/PT would write an article for the December newsletter.

JCA/PT

The ramp itself will be resurfaced but there is no provision for this in the current budget. We will re-visit this item in 6-9 months.

MC

MC asked for the toilets to be refurbished. AC explained the lack of budget provision. Maybe will we find a suitable tradesman/builder-owner amongst our patients who will come forward?

**AC/AK/KD**

At 1.40pm AP joined the meeting, unexpectedly introducing two representatives from our LA/CC – Mr Adrian England and another gentleman who has knowledge of public highways Legislation.

They were doubtful we would get any assistance at LA or CC level due to the road being privately-owned by Asda. Councillor England is happy to endorse any approaches we make to Asda.

It was their considered opinion, however, that the two concerns we have regarding the raised drain and the raised area of pavement, do not contravene H&S regulations. Our new member (AP) has put himself forward for LA election, if successful, this could be useful re our H&S concerns, the Practice being in his Ward.

**AP**

3. Long-term appointments (CDS)

A patient has asked why the appointments diary does not extend to 4 weeks hence. The Surgery always have 4 weeks ahead available, due to demand, and GP annual leave, and work schedules (most of the GPs are women and have children so do not work full time) the GP in question that has asked the patient to book a follow-up may not be available in 4 weeks. In such cases patients are requested to phone to book slightly ahead of the 4 weeks. They are advised when the next lot of appointments will be added, however due to demand a patient can miss out. The surgery team are constantly evolving the booking system and are working in the background to create more routine appointment. A by-product of being a successful and busy Practice with 18.5k patients.

4. PPG Terms of Reference (CDS) [this item was mistakenly attributed on the agenda to AC]

A patient asked if our PPG operates formally under the national umbrella. CDS was unable to answer and referred to group. JCA outlined the background to our group, stating that we do not, per se, operate under the guidelines of the national PPG. We are not a Committee, although he is the longstanding Chairman (14 years), taking-on this position when others showed no interest. He is happy to continue, unless the group voice otherwise. The group are known as 'Fernville Friends'. JCA's explanation being we are just that - 'friends' of the Practice – totally informal.

Any other business, not on the Agenda:

6. Newsletter – 'Fernville Focus'. There are currently 2 articles for inclusion in December's newsletter (from CDS). JCA/PT now have a photograph to include, showing them sweeping the ramp, in Santa hats, which, until very recently had rubbish on it. JCA wants the photograph caption to demonstrate that the Fernville Friends do more than just 'admin' for the Practice.
7. RF raised an issue relating to a member of the Fernville Pharmacy staff and that person's interaction with a customer. AC informed that the pharmacy is not part of the Practice and all queries should be addressed directly to the pharmacy manager. Noted by all, action to be taken by RF.
8. AC confirmed that the surgery lift is now fully-operational. When travelling in the lift, you must keep your finger on the button on the wall inside the lift, or it will stop moving.
9. The tall interactive screen at the back of the waiting room is available for patients. KD explained that the idea was to subtly encourage those digitally unfamiliar to embrace technology with help from reception staff.

**RF**

10. AC informed that there was a wheelchair, kept at Reception, for those who may need one whilst at the surgery.
11. There is a notice on the reception desk, displaying a 'QR' code. If you place your mobile phone over the QR code it will record your car registration number, when asked to enter it, if you think you will be longer than an hour using the Practice car park.
12. Contrary to information gleaned by a member of the group, Fernville is not moving to the proposed new hub on the former Market Square. The Practice has recently signed a new 15- year lease for the current building.

Date of next meeting:

**Wednesday 8<sup>th</sup> Jan. 2025** usual venue - Surgery library. There is as choice of 3 starting times –

**1.30pm or 4.30pm or 6pm.**

JCA/CDS will confirm the finalised time based on majority availability, so please confirm to CDS over the next 2 weeks, to allow those with busy diaries to commit.

**CDS**

It being the new year, it is hoped that we can have a full-house with all members present. At this next general meeting we will also discuss the March newsletter. Each member is kindly urged to produce an article for that newsletter – and going forward, for each newsletter. Over the last year, it has been just 2-3 of the same members taking their time to produce relevant contributions.

CDS wished a Happy Christmas to all and suggested we settle on a date for the next meeting at each meeting. All agreed. Perhaps we could standardise the dates and agree to meet on, say, the 2nd Wed of every 2<sup>nd</sup> month from 8<sup>th</sup> Jan 2025? Review at next meeting.

**CDS**

Meeting concluded at 2.30pm.

Distribution:

Patient reps - John Carlton-Ashton, Patricia Turner, Ms Raheela Fitches, Ms Sohagini (Nayna) Patel, Kevin Minier, Carolyne Downer-Smith, Marilyn Carvell, Mr Aatish Pattni.

Copy to new member joining on 8<sup>th</sup> January – Christopher Bloomfield, via AC.

Practice staff: Amanda Curtis, Allison Kingsbury, Kaushal Dave