

**FERNVILLE'S PPG VOLUNTARY GROUP – FERNVILLE FRIENDS
MEETING - 13TH NOVEMBER 2024**

NOTES

Access Issues

1. **Pavement Hazards:** A raised area outside the surgery and a drain cover pose potential risks for people with mobility or sight impairments.
2. **Soakaway Blockage:** Overgrown vegetation at the soakaway causes water to pool on the road and pavement, affecting the entrance ramp.
3. **Surgery Ramp:** One patient reported difficulty navigating the ramp due to a single handrail. Efforts will be made to find voluntary help to install another.

Note: Asda owns the road and pavement, and the group is in contact with them for resolution.

Refurbishment Suggestions

1. **Ramp Resurfacing:** A suggestion for resurfacing the ramp has been made, though there is no immediate budget provision. It will be revisited in Autumn 2025.
2. **Toilet Refurbishment:** There is also a suggestion to refurbish ground-floor toilets. Voluntary help may allow this to happen, depending on responses to one of the December newsletter reach-out articles.

Operational Issues

1. **Appointments:** The surgery's appointment system extends 4 weeks in advance, but high demand causes slots to fill quickly, given the 18,500 registered patients.
2. **PPG Status:** The PPG voluntary group follows NAPP guidelines, though it hasn't operated formally under that umbrella.
3. **Newsletter:** The December 2024 newsletter is close to completion and will seek support for installation of an external handrail and potential toilet refurbishment.
4. **Pharmacy:** Fernville Pharmacy is an independent business and not under the GP practice's remit.
5. **Lift Update:** The surgery lift is now operational. Users must keep their finger on the button inside the lift for it to continue moving.
6. **Wheelchair Availability:** A wheelchair is available at reception for those in need.
7. **Car Park QR Code:** A QR code on the reception desk lets users register their car if they plan to be in the practice car park for more than an hour.
8. **Lease Agreement:** Fernville GP Practice has signed a 15-year lease to stay in its current location.

Next Meeting

- **Date:** Wednesday, 8th January 2025