

Malmesbury Medical Partnership
PATIENTS PARTICIPATION GROUP

Minutes of the AGM meeting held on Monday 8th August 2023 at 19.00hrs

Cec Smith chaired the meeting and welcomed everyone.

Present: Ces Smith (Chair), Alastair Knight (Vice Chair), Margaret Perrin (Secretary) Jane Ingham, Shayne Smith, Rob Watson. Frank Soden: Denise Richards, Charlotte Gorman Practice manager.

Apologies, Natasha Bojanowski

Minutes of the last meeting were agreed. **Proposed:** Jane Ingham **Seconded:** Alistair Knight

Matters arising from the previous meeting. Nil.

The chairs report was distributed prior to the meeting (No matters arising)

Election of officers for 2023/ 2024.

Position	Name	Proposed	Seconded
Chairman	Cec Smith	Denise Richards	Frank Soden
Vice Chair	Alastair Knight	Jane Ingham	Rob Watson
Secretary			

Margaret stepped down from the position of Secretary and no one wished to take on these duties so there is still a vacancy for this position, we will discuss the vacancy at our next meeting.

Surgery News:

Charlotte informed the group that the surgery only received a 2% increase in funding this year and that it was going to be a difficult time ahead as the utilities cost for the surgery had gone up by a staggering 30%.

The practice manager reported to the group that they will be giving both the flu and covid vaccine together this winter, at present the vaccine has not arrived. This will be carried out once again on a Saturday which has been very effective in the past. Patients will be informed by the surgery when this service will start. The surgery will also be offering the flu vaccination for those under 65.

Any Other Areas for discussion:

A member of the group asked if the reception staff have had any medical training to enable them to signpost patients to the right doctor/department. Charlotte replied that they have had some training for this purpose.

Someone asked if there was anything recorded on patients notes to flag up any specific problems the patient may have.

Charlotte reported that each patient had different codes highlighted on their records to help staff identify any specific ailments, this enables the staff to signpost patients to the correct clinician. e.g., diabetes or patients who have long term illnesses or who are on end-of-life care.

Two members of the social prescribing team from the surgery had visited the Malmesbury Wellbeing group who meet weekly in Malmesbury. This was with the view of the social prescribing team referring patients to this group. The group were given a chance to provide feedback on the services offered by the surgery. This group is not a drop-in and potential new members need to be referred, e.g. by the social prescribing team.

Jane reported that we have three patients who have expressed an interest in becoming PPG members, Jane is going to invite them to the next PPG meeting which is on 3rd October. At present there are three vacancies.

Margaret informed the group that she had blood taken at the surgery in the morning and when she saw her consultant in the afternoon at GWH the blood test results were available to her. The consultant was very impressed at the efficiency of the service.

It was reported that one doctor used the internet in surgery to help translate a medical condition for a Chinese patient who had forgotten to request an interpreter for the appointment. This patient was very grateful for his kind gesture.

Meeting closed at: 8.00 pm.

Margaret

Proposed meeting dates for 2023.

3rd October 2023

5th December 2023

Date of the Next AGM 6th August 2024