

Malmesbury Medical Partnership  
PATIENTS PARTICIPATION GROUP

Minutes of the meeting held on Tuesday 6<sup>th</sup> February 19.00hrs

**Present** Alastair Knight (Vice chair) Margaret Perrin. Shayne Smith, Denise Richards Frank Soden Charlotte Gorman

**Apologies**, Peter Welsh, Jenny Walker: Ces Smith (Chair) Jane Ingham

Minutes of the last meeting were agreed. Proposed: Shayne Smith      Seconded: Frank Soden  
Matters arising from the previous meeting. Nil.

Surgery News:

PATCHs: will be in operation soon, this system will enable patients to book appointments up to 2 weeks in advance and request a preferred practitioner. This new system to soft launch soon to enable patients to submit requests for appointments. Hopefully this will increase the chances to book ahead for routine appointments and approve continuity of care as patients can request their usual GP.

POD: The Wiltshire POD (Prescription Ordering Direct Service) will be closing. They will cease to accept e- mail requests for prescriptions by 1<sup>st</sup> March and the phonelines will cease by June.

The surgery at present is working on moving to the NHS app for patients to order their repeat prescriptions. Information can be found on the surgery website, those who do not have the app facility an area will be designated on the website for you to order your medication from 1<sup>st</sup> March. Those who do not have access to ICT will be able to telephone the surgery to order your medication there will be detailed slots for this procedure, none of this is up and running at present and an announcement will be made in the media when this system is operational.

The surgery will not be given any additional funding to manage repeat prescriptions.

The surgery has organised 2 training days for patients to attend who are not familiar with Apps at the Library on Monday 26<sup>th</sup> February 14.00 – 16.00 and Saturday 2<sup>nd</sup> March from 10.00 – 12.00.

Sherston Surgery: The talks are still ongoing. (NHS Estates who are responsible for categorising surgeries will be responsible for the decision which has not been made yet)

Other areas of discussion:

- Charlotte reported that there had been 200+ appointments missed during the month of January.
- Increased Housing: Charlotte informed the group that additional funding is made available to the surgery when the patient list increases. Therefore, the surgery should be able to cope with the additional planned housing for Malmesbury and the surrounding villages,
- There are 16,650 patients registered at the surgery at present. This is an increase of 650 over the last 5 years.
- Boots the chemist at the surgery is at present up for sale and a possible buyer is in negotiations.
- There will be a designated room (RED) for people who have suspected measles, this room will be accessible from the car park to make sure that infected patients do not use the main areas of the practice. The surgery is offering the measles vaccine for those patients between 25 – 55 who do not think that they have had the MMR vaccine.

- Most pharmacists have signed up to the Pharmacy first scheme, patients will be able to see a pharmacist for 7 different minor ailments being.
  1. **Coughs, Colds, and Sore Throats:** [Pharmacists can provide advice on managing symptoms, recommend over-the-counter remedies, and suggest when to seek further medical attention<sup>1</sup>.](#)
  2. **Eye Conditions:** They can offer guidance on minor eye issues and recommend suitable eye drops or ointments.
  3. **Stomach Upsets:** Pharmacists can advise on indigestion, heartburn, and other gastrointestinal discomforts.
  4. **Skin Conditions:** Whether it's a rash, insect bite, or minor skin irritation, pharmacists can recommend creams, lotions, or antihistamines.
  5. **Allergies:** Pharmacists can help with hay fever, allergic reactions, and recommend appropriate antihistamines.
  6. **Aches and Pains:** They can suggest pain relief options, such as paracetamol or ibuprofen.
  7. **Common Drugs and Vitamins:** Pharmacists provide information about medications, their side effects, and interactions.

Lots of information and advice can be found on the Surgery website:  
[www.malmesburypcc.nhs.uk](http://www.malmesburypcc.nhs.uk)

Meeting closed: 8.00pm  
*Margaret Perrin*

The next PPG meeting dates for 2024  
April 2<sup>nd</sup>  
June 4<sup>th</sup>  
August 6<sup>th</sup> AGM  
October 1<sup>st</sup>  
December 3<sup>rd</sup>.