

Malmesbury Medical Partnership

PATIENTS PARTICIPATION GROUP

Minutes of the meeting held on Tuesday 3rd December at 18.30hrs

Present: Ces Smith (Chair), Jane Ingham (Vice Chair), Charlotte Gorman, Denise Richards, Janet Thompson, Sarah Wilde and Shane Smith. (Jane Ingham note taker).

Apologies: Caroline Buckland, Linda Anderson and Margaret Perrin.

Minutes of the last meeting were agreed. Proposed Jane Ingham, Seconded Janet Thompson.

Matters Arising: Ces had e-mailed Frank to thank him for his years of service as a member of this group.

Surgery News:

Charlotte reported that 90% of patients who has a Flu vaccination also had a Covid booster.

Denise commented that the queuing at one of the flu vaccination clinics was not good for some people. Charlotte said this was because of staff sickness on the day and was unavoidable. However, it was thought that the clinics had gone well and thank you to everyone involved.

A question was asked if you could still get a Covid vaccination anywhere? None available at MPCC. Ces said that the pharmacy at Lyneham were doing a walk in clinic on a Monday morning.

Two GP's were leaving. Dr Blackman was retiring and Dr James had already left. They have been replaced by two specialist registrars and Dr Hanslip and Gillam were doing extra sessions.

An ACP was starting in the New Year and mainly focusing on patients with diabetes.

Other Areas discussed:

A general discussion ensued about what was happening about Sherston Surgery. Nothing had been heard as to whether plans had been approved for a new surgery.

It was reported that Wiltshire Council (WC) will not fund the rent for the Riverside. The Riverside would make a good Community Hub. Apparently Malmesbury Town Council have sent a vote of no confidence to WC.

A query was made about the number of new homes being built and if the Practice had enough funding to cope with this. Charlotte explained that funding followed the number of residents as well as some extra monies for deprived areas (not this area), Chronic diseases eg Asthma, diabetes and a larger number of elderly patients.

Text message reminders for Appointments: Messages last for 7 days and then expire.

Patches: this service was thought to be very good. Next year there would be a phone and book ahead service. A piece of work on continuity of care to be done soon.

Some patients were booking two appointments and didn't attend one appointment. Use Patches and also phone for an appointment and use the quickest.

It was pointed out that there had been a good article in the Standard Newspaper about MPCC.

DNA's Looking at a special phone line for patients who need to cancel an appointment and possibly open 24 hours in the future. A discussion took place about how this could be improved. Ideas included writing to serial offenders of DNA and review why they had not attended. Possibly remove patients?

On the positive side 98% of patients do attend appointments.

Ces wished everyone a Happy Christmas and a Healthy New Year.

Meeting closed at 20.00hrs

Jane Ingham
Note taker and Vice Chair

Date of Next Meeting
4th February 2025