

**Malmesbury Medical Partnership**  
**PATIENTS PARTICIPATION GROUP**

Minutes of the meeting held on Monday 9<sup>th</sup> August 2018 at 19.00hrs

**Present:** Marion Burfield (Chair), Ces Smith (Vice Chair) Margaret Perrin (Secretary) Roger Lee, Jennifer Walker, Miriam Nicholls, Shayne Smith, Elisabeth Cheshire, Denise Richards. Dr John Pettit

**Apologies:** Dave Grogan, Frank Soden, Tracy Doel

1. Minutes of the last meeting were agreed. Proposed: Marion Burfield , Seconded: Jenny Walker
2. Matters arising Nil.
3. Surgery Update:

**Ventolin Inhalers:**

A member of the group asked if the practice is cutting back on issuing inhalers  
Dr Petit informed the group that the practice is not cutting down on inhalers. If anyone is going on holiday they need to inform the practice that they will need extra medication to cover the time they are away.

**Toys:**

Dr Petit informed the group that the League of friends have given the practice a grant to purchase new toys for the waiting areas,

**Adverting:** waiting areas.

Some of the notice boards in the practice have commercial advertising material for products displayed which restricts information being posted on specific medical services/ groups that are available in the area. Action: Dr Petit to investigate

Dr petit informed the group that the practice was considering trailing new appointment system where the patient chooses which time slot they may require e.g. 5, 10, 20 minute slot. This has been trialled in other practices and seems to work quite well.

**Improved Access:**

All practices are required to provide extended access to general practice to their patients by 1<sup>st</sup> October 2018. The practice must ensure that access is available during peak times of demand, including bank holidays and public holidays. The Malmesbury practice is considering offering new opening times from 8am – 8 pm weekdays. The government are also asking practices to open on Saturdays, the Malmesbury Medical Partnership already offer this service to their patients. The GPs will possibly share some of the extra workload between healthcare assistants, pharmacists and perhaps doctors from other practices on occasions.

**Other areas of discussion:**

Chairs in upstairs waiting room: Dr Petit was asked if they could put a wider size chair in the waiting room upstairs, he was also asked if it was possible to heighten a normal chair with special blocks as they have used in the downstairs waiting room to accommodate people with hip problems.

Dr Petit to Investigate

Aesthetic look of upstairs waiting room: The waiting room upstairs needs a little TLC as there is blue tac on the walls also some paintwork needs attention. Dr Petit to investigate

Denise advised the group that she found the doors to be too heavy in the upstairs area: These doors are fire doors and the practice is unable to change them.

Marion provided the group with information on the Art Lift group which is a free weekly art session for wellbeing, new skills, interests and friendships that takes place at the surgery on Mondays 10.45 – 12.45  
Call 03000 2000 for more information

Margaret provided information on the Saturday Friends drop in group which is held at the Riverside Community Centre once a month from 10.30am – 1.30 pm. This is a free drop in session and tea/coffee, biscuits and a light lunch is provided.  
For further information phone 01666 577960 or 825113 or visit the website which is [www.riversidecommunitycentre.org.uk](http://www.riversidecommunitycentre.org.uk)

Friends in Grief (FIG) hold a drop in session at the Riverside Centre and are a community based service where people who have been bereaved are welcome. The session is held every Tuesday from 2pm – 4pm. This is a free drop in service and there is no need to book in advance. These sessions are run by the Dorothy House Hospice.

Miriam asked how to access the on line booking system, she was informed that the information she requires is on the website [www.malmsburyppcc.nhs.uk](http://www.malmsburyppcc.nhs.uk)

Miram thanked the surgery for their compassion and excellent service the staff at the surgery have given the new Syrian family who have moved into the area.

Roger was informed that you can have a reminder of your appointment date/time sent by text by informing the reception staff of your request and mobile phone number.

Denise has been researching parity of esteem in Wiltshire for mental health. Parity of esteem is about putting funding, commissioning and training on a par with physical health services. Denise has received funding information from the Wiltshire CCG as a result of a Freedom of Information request. This shows that Wiltshire's funding of mental health is only 7% or thereabouts. Denise will be contacting the Wiltshire MPs to draw this shortfall to their attention.

Meeting closed at 8.10pm

Next meeting of the PPG will be held on 1<sup>st</sup> October 2018

Margaret Perrin (Secretary)