

MANSFIELD PARK SURGERY PATIENT PARTICIPATION GROUP  
MINUTES OF THE STEERING GROUP MEETING  
HELD AT THE SURGERY ON TUESDAY 30<sup>th</sup> JANUARY 2024

**Present** Roy Cleaver – Chair, Louise Webb – Deputy Practice Manager, Charlotte Rowe – Office Manager, Karin Black, Janet King, Hilary Oldham, Gill Siddall.

**Apologies** Louise Crow, Chris Harris, Joy Kelsey, Pat Lyons.

Sadly, Rose Gollop had resigned from the group due to grandparenting duties.

Members were pleased to welcome new GP partner Sophie Beer briefly as she introduced herself and Charlotte was welcomed also.

**Minutes** of the last meeting on 4<sup>th</sup> October 2023 were agreed and signed.

**Matters Arising** Space had been found on the surgery website for the PPG.

Roy mentioned that the Chawton Park Surgery website was very interesting with numerous items posted on there.

Roy had circulated the details for members to log onto the National Association of Patient Participation (NAPP) website, for which the partners had paid.

**Actions from previous minutes.**

Dr King will give the first talk on Diabetes at our first open evening.

**Practice Update**

The vaccination situation from last autumn had all been sorted efficiently with above average numbers receiving the jabs.

Staffing – more nursing staff had been employed so the surgery now has a robust nursing team Secretarial staffing had also been increased.

Unfortunately, due to the health problem of a staff member the dispensary is temporarily currently being closed from 2 – 4 pm each afternoon.

The premises are currently running out of space and there will be consultation about any increase in premises and the ideal footprint. Boundaries surgery was successful in their bid for expansion funds.

The surgery technology is well looked after.

The surgery currently has around 7,000 patients. Louise circulated a sheet detailing the current patient number, session number, capacity and availability for each doctor.

There is more capacity for the cardiac unit at the surgery.

**Patient Surveys**

Unfortunately, there is not usually a huge response.

The friends and family survey is done monthly.

It was suggested and agreed that a PPG member could be available in the waiting room when a survey is being conducted to help the patients. The suggested month of the next survey is March.

Louise will generate the survey and choose a week for this to be carried out.

## **Members Questions**

1. Patient capacity – *covered earlier in meeting.*
2. Prescribing policy across EHDC – *every practice should follow the guidelines and is not permitted to do its own thing. The Medication Optimization Team issue guidelines and Louise circulated a copy of examples of products for conditions or over the counter medications that could be restricted.*
3. Shingles vaccination programme – *The shingles vaccine is expensive £320 per patient. Louise handed out a copy of the national shingles vaccine instructions which every surgery must follow.*
4. Troubling Concerns for the doctors - *Finances – lot of staff to look after. The doctors are a very caring team and do have concerns for patients. Litigation is always a concern.*
5. What can PPG members do to help? – *Help with surveys as already mentioned. Help with Covid injection clinics, marshalling etc. possibly in spring 2024.*

## **Health Education Talks**

Dr King has offered to give the first talk on his specialty Diabetes. Dr Savill would possibly talk on cardiology. The two current trainee doctors would also be able to give a talk after passing their final exams.

Evenings are preferred by the PPG members.

Medstead Village Hall will be investigated for available dates in either April or May. The hall has a screen and projector should PowerPoint be included in the talk.

The evening would take the format of a brief practice update followed by the speaker.

Advertising the talk needs to be widely spread using social media, village magazines, posters, texts to patients possibly and word of mouth to various village groups.

Janet King was nominated to lead the organization of the evening.

## **Next Meeting**

Tuesday 23<sup>rd</sup> April.at 3pm at the Surgery