

# Mansfield Park Surgery

## Minutes of the Patient Participation Group meeting held:

8<sup>th</sup> October 2024

**PRESENT:** Roy Cleaver (Chair) Louise Webb (Deputy Practice Manager), Chris Harris, Hilary Oldham, Patricia Lyons, Gill Siddall

**Apologies:** Louise Crow, Karin Black, Diana Constantine, Joy Kelsey, Janet King, John Leech, Johanna Tyler, Cathy Bolsover.

In attendance: Dr Savill

**Election of Officers:** The meeting was declared quorate. Roy Cleaver was proposed by Pat Lyons, seconded by Gill Siddall and elected as Chair. Gill Siddall was proposed by Louise Webb, seconded by Roy Cleaver and elected as Secretary.

**Members Questions with Dr Savill:** Dr Savill explained how the Community Cardiac Service works. Their current contract expires in August next year and it's difficult to predict its future because the new government's plans are not clear. The service has been very successful, offering diagnostic tests not available to ordinary GPs without the need for patients to visit a hospital. **Action 1** Dr Savill will write an article for the press with a view to drawing attention to this valuable service. Chair will endeavour to get both local and national publicity. Additionally Dr Savill will tailor this article so that it can be sent to the Secretary of State for Health, Wes Streeting.

Members' questions were answered by Louise

1. Are RSV jabs being given and to which age group?  
Jabs are being given now to people aged 75-79. This will continue throughout the year.
2. Will reminders be sent out to patients about the flu and Covid jabs? I think they are being started soon but I haven't heard.  
Clinics are running now. Anyone who is eligible may make an appointment without waiting for a reminder. Patients who have not booked are being sent reminders. Reminders are not being sent out in alphabetical order of surname. Volunteers are requested to marshal the car park for the clinic on 9th November, 8.00am – 12.00. RC volunteered.
- 3 I would like to bring up the question of wheelchair access. I feel there could be potential problems and would like Lou's thoughts
  - a. An automatic door to the waiting room entrance is high on the wish list. At the moment wheelchair users have to wait for help to open the door.
  - b. One of the rooms used for blood tests is not accessible for wheelchair users. This should be borne in mind when making appointments.
- 4 Do PPG members need Safeguarding training?  
No, however we need to include a clause in the Code of Conduct to require members to disclose any convictions to the Chair.

**Minutes of last meeting:** The minutes of the meeting held on 16<sup>th</sup> July 2024 were accepted as a true record.

### **Actions arising from the last minutes**

**Action 1 and 2** Publicising the cardiology service has been discussed at today's meeting. RC will seek publicity for articles to be written by Dr Savill.

**Action 3** LW says the flyers are ready and being distributed. Flyers have been given to housing developers and it was suggested that some should be given to local estate agents. Flyers are being delivered to addresses which are not already on the surgery's database.

**Action 5** The patient survey is on the website. The responses were very positive. It was suggested that a 'comment of the day' could appear on the Facebook page and comments could be shared with the Alton Herald.

**Action 6** Dr Smallwood Hs offered to do a talk on local cancer services, focussing on help offered to patients by charities such as Macmillan and Wessex Cancer Trust. A date in March 2025 with a 7.00 pm start was proposed. **Action 2** CW will invite Wessex Cancer Trust to attend.

### **Practice update – Deputy Practice Manager**

The surgery is very busy at the moment.

Building: - There has been no progress on repairing the damaged wall. The wall has to be repaired even if it will subsequently be demolished in order to build an extension.

From 1<sup>st</sup> October every surgery has been required to have online registration for new patients. Paper forms are also available to those who prefer them and the system can accommodate people with special needs.

From 1<sup>st</sup> October ICB are automatically downloading all telephone data relating to how quickly calls are answered, how long callers are held in a queue, etc. This has been imposed on surgeries but Mansfield Park's telephone service performs well and the surgery has nothing to fear from the data collection.

PS drew attention to possible changes to the road layout at the surgery entrance if further homes are built in the area.

**Patient Surveys:** See Action 5, above.

**Review of Committee Terms of Reference:** Irrelevant parts have been taken out. The changes proposed by RC were accepted. The new document will be sent out by email.

### **Future Events and Ideas:**

Another patient survey is proposed for 2025. New questions will be added.

Next meeting Monday 27<sup>th</sup> January 2025, 3pm

### **Actions**

**Action 1:** Dr P Savill to write articles publicising Cardiology Service at practice, Chair to forward articles to media and Health Secretary.

**Action 2:** CW will invite Wessex Cancer Trust to Dr Smallwood's Cancer talk

**The Chair closed the meeting at 16:22**