

Mansfield Park Surgery

Minutes of the Patient Participation Group meeting held on 27th January 2025

PRESENT: Roy Cleaver (Chair), Charlotte Rowe (Office Manager), Cathy Bolsover, Diana Constantine, Joy Kelsey, Janet King, John Leech, Patricia Lyons, Gill Siddall.

Senior Partner Dr Shanmuganathan was welcomed to the meeting.

Apologies – Helen Coe, Chris Harris, Sally Turner, Louise Webb.

All members agreed that they had no conflict of interest.

Members Questions with Dr Shanmuganathan.

1. National Health Insurance Increases – these increases will have a huge impact on the surgery, it is hoped that the government may help with funding. The increased National Living Wage will also have an effect. Recruitment and Maintenance will both be affected.
2. Government Changes – these are made known in April – possible contract rise?
3. A&E Waiting Times – this is putting additional pressure on the surgery. Because of the waiting times patients are reluctant to go to A&E but with gentle persuasion will do so. Pharmacy First can be used and advice is guaranteed the same day.
4. Flu – The uptake for the under 65's is low. The high level of flu this winter is putting extra pressure on both the surgery and hospitals. There have been more staff absences also due to the flu.
5. New Patients – there has been no significant increase in the number of new patients. It was suggested that leaflets could be placed with show houses on the various new building sites as they arise. Access to the additional building of new houses up behind the surgery begins in July.
6. Car Parking – unfortunately the fencing around the damaged part of the building has to stay in place.
7. Cardiology – There are other sites in the county where the community cardiology service is carried out. The target waiting time for acute referrals is two weeks and for more routine referrals six weeks. Patients may however opt to attend the surgery local to them.
8. Weight loss injections – GPs cannot administer these injections. Prescriptions are however allowed. Obesity is a big problem.
9. What more can the PPG do to help? – Dr Shanmuganathan thanked the group for all their help so far. Help with distributing flyers to encourage new patients is always welcome. Possible help with the green space at the surgery? Possible hanging baskets at the front of the building were also suggested.
10. Injuries – the surgery is unable to suture bad cuts etc. but first aid can be given. The best option is to attend Petersfield hospital although this can be difficult for older patients who live on their own. There is a minor injuries unit at Chawton Park Surgery but the situation regarding attendance needs to be checked as they are part of a different group.

11. Senior Partner – The surgery team are excellent and work together well. HR situations will go to the senior partner.

Minutes of the last meeting on 8th October were agreed and they will now be entered on the website.

Actions from last minutes

Dr Savill had written the article on the Community Cardiology Service which had appeared in the local press and village magazines.

No date had yet been set for the talk on Cancer by Dr Smallwood.

Practice Update

Charlotte reported that the situation regarding the rebuilding of the damaged part of the building is still ongoing. This is still causing a slight problem with the loss of one consulting room. Staff had also suffered with flu during the last few months.

E-consults are carried out.

Surveys

The survey which PPG helped with in 2024 had produced a very positive result and another will be carried out during 2025 but in the summer months when it's warmer. Questions and a date for this to be determined. Roy will liase with the surgery regarding the questions and possible date.

GP Talk

No further progress has been made yet on the proposed talk on Cancer by Dr Smallwood. Medstead Village Hall is quite fully booked but a suitable date which also suits Dr Smallwood will hopefully be found for a week day evening with the talk starting at 7pm. Saturdays are likely to have more availability.

A prospective new member of the group has been identified and Roy will contact them.

Actions

1. Situation regarding the use of Chawton Park Surgery for minor injuries.
2. Date and venue for the talk on Cancer to be investigated.
3. Questions for the 2025 survey to be looked at.
4. The prospective new member will be contacted.

Date of next meeting

This will now take place on 29th April at 3pm.