



Patient Participation Group (PPG) Minutes
Tuesday 13th June 2023, 12.30pm
St Melor House Surgery

Attendees: Dr Alison Brown, Senior Partner St Melor House Surgery
Katheryn Pinner
Gill McAlister
Caroline Pollard
Dr Monica Devendran, Mayor and Wiltshire Councillor
Trevor Storer
Jenny Holmes, Assistant Practice Manager, St Melor House Surgery
Jon Hargrave, Digital and Transformation Manager, PCN

Apologies: Steve Strong
Royston Cox
Janine Neate

Introductions

Elaine Pistell, Practice Manager of St Melor House Surgery introduced herself and provided overview of a PPG meeting, and the role of a Primary Care Network (PCN).

PPG purpose and objective

A PPG group is made up of GP Practice patients aged 16 years and over and members of the GP Practice staff. The aim of this group is to influence the way services are delivered by the Practice. The group can review patient's surveys, explore ideas and suggestions of how to improve patient's experiences at the surgery, monitor the implementation of the service improvement action plan, help run small projects around patient education, assist with vaccination clinics and listen to patient's views.

Surgery services and staffing

Due to increasing patient numbers and appointment demand, we have increased our staffing levels, and now developing a dedicated admin team. We also have a Physician's Assistant, Pharmacist and Advanced Nurse Practitioner to support the GPs alongside the Practice Nurses.

Dr A Brown and Dr A Ventour

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We offer same day care as well as routine appointments – average wait time for a routine GP appointment is currently 5 weeks. We are working hard to reduce this and I constantly reviewing ways of working and amending rotas to increase capacity.

Building – we are at capacity and nurses/social prescribers/pharmacist use different rooms on different days. We are unable to extend due to the size of our plot of land.

The feedback is that the surgery is highly regarded by patients.

We currently display monthly 'Did not attend' appointment figures in reception. Suggestion of having a more positive message to patients eg. % of patients that did attend, or number of patients seen in a month.

Dr Monica Devendran discussed the possibility of an additional pharmacy in Amesbury and she has been liaising with Jo Cullen from the Wiltshire ICB on this. Hopefully more news to follow soon.

Date of next meeting:

Wednesday 11th October 2023, 12.30pm