



**Patient Participation Group (PPG) Minutes
Tuesday 5th November 2024, 12.30pm
St Melor House Surgery**

Attendees: Dr Alison Brown, GP Partner St Melor House Surgery
Jenny Holmes, Assistant Practice Manager, St Melor House Surgery
Katheryn Pinner
Caroline Pollard
Gill McAllister

Apologies: Dr Monica Devendran, Mayor and Wiltshire Councillor
Janine Neate

Welcome and introductions

Previous minutes

No actions from previous meeting held on 6th February 2024.

Staffing and update on surgery services

Many patients have already met Dr Tom Marshall who joined us in January and the feedback has been very positive.

Dr Lucy Aquilina joined St Melor in May and currently works two days a week.

We have also recruited a paramedic (Shelby Cattee) and an Advanced Nurse Practitioner (Cathy Richards) who both help with same day triage. Cathy is a very experienced ANP and will also see patients for their Long-Term Condition.

Flu and Covid update

Good uptake this season. Due to staff availability, we have had to run more clinics during October and November rather than two big Saturday clinics.

New telephone system

The requirement from NHS England is that we need to have a cloud based telephone system with a variety of features including Patient Call back. We also have to submit phone data every month which includes number of calls answered, unanswered calls, wait time and so on.

Action: Caroline kindly put a post on Facebook advising local residents of the phone system transferring over.

Pharmacy

Discussion regarding the objection by the ICB for another pharmacy to open in Amesbury or Kings/Archers Gate area.

If the PPG would like to write to the ICB this needs to be done independently from the surgery.

Dr Monica Devendran: I would like to emphasise that fully support the applicant Heatherby on his appeal and also the fact that Amesbury needs an additional Pharmacy.

Any other business

Gill McAlister would like to mention the Get Wiltshire Walking Walking for Health group: We meet every Tuesday at 10 outside Amesbury library where we have 3 different walks to choose from; the starter which is a half an hour slow stroll, the stroller which is an hour or so and about 2.5 to 3 miles and a strider which is 90 minutes and about 4 miles. Everyone gets a bit of exercise and a lot of chat and most of us go for a social coffee afterwards. We do have people referred to us either for the exercise or for their mental health and people find it beneficial. No one has to commit to it, people can come along if they feel like it or not if they don't. It really is a good scheme and it's free!
Leaflets available in the waiting room.

Surgery website

Jenny checked the website and it is up to date with current members of the GP team. If still showing previous staff members refresh browser or type in surgery web address again – www.stmelorhousesurgery.co.uk

PPG members

Would benefit from some more members to get a more representation across the community. Please do pass on the flyer for anyone interested in joining.
Jenny to ask Caroline to put on Amesbury Facebook page when the next meeting is.



PPG poster.docx

Date of next meeting:

Tuesday 11th February 2025