



**Patient Participation Group (PPG) Minutes
Wednesday 6th February 2024, 12.30pm
St Melor House Surgery**

Attendees: Dr Alison Brown, GP Partner St Melor House Surgery
Katheryn Pinner
Janine Neate
Caroline Pollard
Gill McAllister
Dr Monica Devendran, Mayor and Wiltshire Councillor
Jenny Holmes, Assistant Practice Manager, St Melor House Surgery

Apologies:

Welcome and introductions

Previous minutes

No actions from previous meeting held on 11th October 2023

Staffing and update on surgery services

Dr Tom Marshall has joined us for two days a week as a salaried GP (Monday and Tuesday). He also works at another surgery during the rest of the week.

Dr Minar Parsley is a regular GP with us and works two sessions a week.

Appointments

We have increased the number of available appointments online, either face to face or phone call, however, patients can still phone in to book as not everyone uses the online facility.

The recent guidance from NHS England is that patients should be able to book a routine appointment (either face to face or telephone) within two weeks. This adds extra pressure to an already pressurised appointment system.

Pharmacy First

Has a potential issue where the pharmacy may not be able to prescribe and it gets bounced back to the GP surgery to prescribe. Queue times at local pharmacies are also a factor for the patient to choose either the pharmacy or GP surgery.

Pharmacy2U

Offers a good service and does save queueing at a pharmacy. There are a number of other online delivery pharmacies too for patients to choose from.

Any medication prescribed, then sent electronically, the online pharmacy should dispense, same as a high street pharmacy.

Discussion of the need for another local pharmacy within Amesbury.
Dr Monica Devendran has been pushing for this and has a meeting with Wiltshire ICB to reiterate the desperate need for 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.

Website – we are due an upgrade on the website in the next month or so. Hopefully it will be easier to navigate than our current site and will have a more NHS feel about it.

Sexual Health

St Melor surgery has recently applied to run a 'No Worries' clinic aimed at 13-24 year olds. We are still waiting to hear if we are approved for this service before advertising it. Patients do not have to be registered with us to use this service.
Further information [No Worries! Wiltshire | Your care Your support Wiltshire](#)

There is also a sexual health clinic at SDH

[Overview - Wise – Salisbury District Hospital Gum Clinic - NHS \(www.nhs.uk\)](#)

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.



PPG poster.docx

Date of next meeting:

Tuesday 14th May 2024