



Patient Participation Group (PPG) Agenda

Tuesday 11th February 2025, 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
Dr Monica Devendran, Mayor and Wiltshire Councillor
Nikki Bayly-Pike

Apologies: Janine Neate

Welcome and introductions

Welcome new PPG member Nikky Bayly-Pike.

Previous minutes

Cllr Dr. Monica Devendran wrote a letter of support in her capacity as a Wiltshire Councillor for the applicant, Heatherby Ltd, which wanted to open a third pharmacy in Amesbury. The ICB turned the application down. Heatherby has proceeded to the appeals panel. Monica presented herself along with Heatherby and voiced the difficulties faced by the residents at the appeals committee on 23rd January 2025. The decision will be made in known four weeks' time.

Wiltshire Council, Healthwatch Wiltshire and the Health and Wellbeing Board are carrying out the Pharmaceutical Needs Assessment survey. The survey can be completed in the link below

<https://orlo.uk/H86xB>

Electronic surveys have been sent out with 600 responses so far but this is likely to not be a true reflection of the population due to some people not having the technology to complete the survey online. Is there a paper version the surgery can hand out to patients?

Staffing and update on surgery services

Dr Taiwo will be joining us from next week for three sessions a week – this will increase our routine appointment capacity by 39 appointments per week.

Sadly, the Paramedic employed last year is no longer with the surgery as it would have taken three years to fully train her to the level that Primary Care require.

Elaine Pistell, Practice Manager will be sadly retiring at the end of April 2025. Jenny Holmes will be taking over as Practice Manager. We already have correct levels of staffing and support with a Reception Team Leader and Nurse Lead. We wish Elaine a happy retirement!

Covid update

The spring Covid booster programme starts from 1st April.

Criteria is:

- Adults aged 75 and over
- Residents in care homes for older adults
- Individuals aged 6 months and over who are immunosuppressed

We have scheduled in two Saturdays in April to run the clinics considering the Easter holidays and will also do housebound patients that fit into the categories.

New telephone system

Seems to be working well with no major issues. Patients seem to like the call back function.

Locally Commissioned Services (LCS)

LCS are additional services provided by a GP practice that aren't part of the General Medical Services (GMS). LCS vary by location and are based on local needs.

Wiltshire ICB are relooking at the allocation of this funding and service provider with a view to them ceasing payments for some services. This is an ongoing discussion with all GP practices in Wiltshire and the ICB, and is taking a considerable amount of time to negotiate payment and services. There is still no clear direction on this currently.

St Melor House surgery is reluctant to communicate this with patients currently until we have a final agreement of how this will look and what it means for the patient.

Any other business

- Nikky Bayly-Pike introduced the GoodSAM App - Volunteer Responders is a national, flexible volunteering programme supporting health and care in England. The scheme is built on top of the GoodSAM platform and links volunteers to local needs. I have included a link which takes you to a section of the GoodSAM website where referrals can be made. <https://www.goodsamapp.org/NHS> > [GoodSAM](#) Volunteers such as myself are able to provide check in and chat calls which tend to be one off calls, companionship calls that could be for a duration of 6 weeks, accompany to an activity, shopping or prescriptions. I have a siren alarm which should sound when an urgent task comes in such as an emergency prescription but as no-one in the local area seems to use the service, I am unsure of how efficiently this could work. perhaps it is something we could test. I do think it is worth getting the information out to patients about this service, whether that be a poster in the surgery or by being told either during an appointment or by the reception staff. **Very useful for staff to refer to.**
- 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.
- **PPG members**
Would benefit from some more members to get a more representation across the community. Poster back up in waiting room.



PPG poster.docx

Date of next meeting: Tuesday 13th May 2025