



**Patient Participation Group (PPG) Agenda
Tuesday 12th May 2026, 12.30pm
St Melor House Surgery**

Attendees: Dr Alison Brown, GP Partner St Melor House Surgery
Jenny Holmes, Practice Manager, St Melor House Surgery
Zoe Tobin, Nurse Manager, St Melor House Surgery
Katheryn Pinner
Caroline Pollard
Nikki Bayly-Pike
Paul Miles
Tony Bridges
Royston Cox

Apologies: Cllr Dr Monica Devendran
Sandy Jones
Peter Beyfus

Previous minutes

'Did not attend' and 'Attended appointments' data reinstated in waiting room.

Staffing and update on surgery services

Dr Lucy Aquilinais due back from maternity leave first week of July.

Positive feedback received for Cathy Richards who is our triage Advanced Nurse Practitioner and Diabetes Specialist.

Spring Covid Vaccination

Have now vaccinated the majority of eligible covid patients including care homes and housebound patients.

Autumn campaign will start in October at the same time as flu vaccinations.

Carers

Carers Together Wiltshire is now the agency commissioned by Wiltshire Council to support unpaid carers. There is a carers board in the downstairs waiting room signposting patients to relevant services and support cafes.

Our Carers Lead has unfortunately left, and the Practice will identify a member of the team to take this over. As part of the role, it will involve contacting patients once a year to offer support/signpost to services and check if they are still a carer. We can only identify carers if we are informed, or new patients let us know via the registration form.

Carers are 'coded' as an unpaid/informal carer. From this information we can extract data and identify patients.

Veterans

To be coded as a veteran so we can refer patients to the relevant veteran services, we need to know. This can be done at the point of registration or informing reception at any point so a patient's record is coded accordingly.

Registrations

Concern raised from a PPG member of receptionists informing patients to register elsewhere if they were not happy with the surgery. This was from a social media post.

While there is no context to the social media post, if patients wish to register elsewhere then they can – they do not have to stay registered with us and no legal obligation to do so. However, if there was a concern from a patient, then we would rather address the issue/complaint and manage it accordingly.

Any other business

- Buckland Court Care Home closes on 30th June. St Melor House Surgery was not officially informed of this either through the Care Home, Wiltshire Council or the ICB; we learnt this through social media. Residents are slowly being moved to other care homes. Losing the care home has a financial impact on the surgery as we are paid per bed.
- Request that all letters are sent in a PDF version rather than Word – this is easier to open as not everyone has Office365 to open Word documents.
- As part of the development of the PPG, attached is a draft 'PPG Best Practice Guide' – we would welcome your thoughts and suggestions of how to develop the PPG going forward and the sharing of PPG data.
- ZT introduced her role as Infection prevention and Control lead for the practice and welcomed any feedback regarding cleaning standards & IPC observations. ZT explained the general principle around FR ratings and our 'commitment to cleanliness' posters displayed throughout the practice in relation to use of each area. Touchscreen sign in was raised as a potential IPC risk, discussed how this risk is being mitigated by regular cleaning of high touch points throughout the day and the placement of alcohol gel next to the touchscreens for users to use pre/post sign in.

Date of next meeting:

Tuesday 22nd September 2026, 12.30pm

Not 15th September as discussed due to a previously committed meeting