



Stockbridge & Broughton Surgery PPG

Minutes of meeting held on Wednesday 15th January 2025 6:30pm Stockbridge Town Hall

Present

Andrew Brock (Chair) [AB], Ann Spooner (Practice Manager) [AS], Dr Claire Walsh (GP Partner) [CW], Peter Storey, Isabelle Assali-Reeve, Sheila Fitzpatrick, Alison Deverill, Beryl Pratley [BP] and Min (Stockbridge Pharmacy)

Apologies: Audrey Watts

Standing Items

- a. Minutes of the meeting held on 24th October 2024 were agreed.
- b. Chairman welcomed Isabelle Assali-Reeve to the Group.
- c. Actions from previous meeting had been completed although the Group noted with concern that vandalism still persisted in the Broughton area. Despite the improved lighting and CCTV installation, working practices had been modified to mitigate working after dark.

1. Surgery Update

A briefing document was supplied by AS (attached) which provides further information to the points detailed below:

- a. Pharmacy First service update. Min the Pharmacist from Stockbridge Pharmacy talked about the service that they provided in conjunction with the surgery to improve availability of Doctors to provide more involved medical reviews and advise, whilst the Pharmacy dealt with less significant issues that they were qualified to deal with. This included conditions such as sore throats, insect bites, ear infections and shingles. This means that the Surgery will refer patients to the Pharmacy in the first instance for these types of medical issues but similarly, the Pharmacy will refer back to the Surgery for anything that is more involved, or they are not entirely sure thus ensuring patient safety at all times. Some discussion ensued on the range of matters involved and concern was expressed, for example, that shingles was a condition which fell within the scheme and that there was a private examination facility at the Pharmacy which was confirmed. However, The PPG supported the initiative, and the surgery receptionists had a tick box approach to determining whether the Pharmacy or Surgery was more appropriate and through regular training and support provided by Dr Nico Rosser.

Action: AS to put a link on the website.

- b. On-line booking and website. Some work on improving and updating the website is in progress so the update regarding the Practice's approach to managing appointments through reception rather than online via the NHS App has yet to be included. Concern was raised that the proposed document was far too lengthy and at least an executive style summary was required. In addition, clarity over online (e-consult) 111 and out of hours surgery advice as well as the urgent service the

Practice offers between 08:00 and 08:30 on weekdays by the duty Doctor need to be properly articulated.

Action: AS to update services on the website and look to providing the awareness to patients via a link from the Practice's texting service.

BP in addition offered to edit the "GP Appointments information for patients" document AS proved earlier to make it both more brief and easier to read from the website.

- c. Mask wearing. The surgery wished to encourage patients with respiratory problems to wear masks and to acquire clean masks provided on entering the surgery.
- d. Trainee and medical student update. The surgery remained very active in training newly qualified doctors and registrars. It was noted that the trainees, who were qualified doctors, could ask questions of patients as part of their training but not issue medication. The PPG is highly supportive given the additional medical cover this provides for patients as well as an opportunity to help the next generation of medical professionals coming through.
- e. Over Wallop shop closure. It was noted that the planned temporary closure of the Over Wallop shop would make it more difficult for patients to receive their medications locally, but impacted patients have been advised.
- f. Friends & Families update. Very encouraging results had been received to the questionnaires sent out seeking patients' views on the treatments received and the manner in which they had been dealt with; out of 7473 responses received in the past 12 months, 6361 rated the service as 'very good' and only 123 rated it 'poor' or 'very poor'. There was general agreement that the practice had a cheerful staff at all levels.
- g. Flu vaccination take up. Approximately $\frac{3}{4}$ of all eligible patients have received the flu vaccination with very high take up in the over 65s and 2-3 year olds, but notably lower t in the under 65s otherwise.
- h. The agreed PPG ToR and Code of Conduct to be formally signed off
Action: CW to Sign and forward to PPG.

2. Clinical pharmacist availability

Concern was raised by the PPG of the availability of the Clinical Pharmacist, which surprised the Practice as they were concerned that they had enough demand given that at the moment there is little difficulty in arranging an appointment. It is believed that the concern may be due to holiday absence and thee leadup to the Christmas Holidays, but the Practice was confident that this was only a temporary issue.

3. NHS Public Consultation

A sub-group of the PPG had submitted a response to Government as part of the nationwide consultation on the NHS and at least 2 members of the PPG had made individual submissions; the outcome was now eagerly awaited. Thanks were made to Beryl Prately for co-ordinating the PPG response. The results from the Government are expected in March 2025.

Action: BP to send a copy of the base notes used for the online submission to the Practice

4. AOB

- a. The access path through the car park fence at Broughton was still awaited, the problem being the difficulty in identifying land ownership and seeking permission.
- b. AS confirmed that blood samples were taken at Broughton where car parking was better able than Stockbridge to cope with the prompt 5-minute turn round of patients. Blood sampling does occur at Stockbridge, but only under special circumstances for this reason.
- c. AB raised concern that the Practice's website was quite out of date with regard to the PPG, and that latest minutes, Agenda and history were not available.
Action: AS to arrange for the PPG section of the website to be updated

5. Date and Time of Next Meeting

6.30pm on 3 April 2025 in Stockbridge Town Hall. (Location TBC)