

Malmesbury Medical Partnership

PATIENTS PARTICIPATION GROUP

Minutes of the AGM meeting held on Monday 6th August 2024 at 19.00hrs

Cec Smith chaired the meeting and welcomed everyone.

Present: Ces Smith (Chair), Alastair Knight (Vice Chair), Margaret Perrin (Secretary)
Jane Ingham, Shayne Smith, Frank Soden, Linda Anderson, Sarah Wilde, Janet Thompson
Surgery representative. Charlotte Gorman

Member of the public: Judith Lindsey

Apologies: Denise Richards,

Minutes of the last meeting were agreed. **Proposed:** Jane Ingham **Seconded:** Alastair Knight

Matters arising from the previous meeting. Nil.

The chairs report was distributed prior to the meeting (No matters arising)

Election of officers for 2024/ 2025.

Position	Name	Proposed	Seconded
Chairman	Cec Smith	Jane Ingham	Frank Soden
Vice Chair	Jane Ingham	Linda Anderson	Sarah Wilde
Secretary	Margaret Perrin	Jane Ingham	Ces Smith

Surgery News:

Staffing: One new GP trainee has joined the practice.

One of the practice GPs is training to be an additional GP trainer.

The GPs at the practice will not be following the current collective action that some other GPs and surgeries may be taking.

Patches:

2,500 patients have signed up to the new patches system which has received excellent feedback from the patients, the surgery is at present investigating offering this facility all day rather than the present restricted times from 6.00am -11.00am. The surgery is active in trying to recruit more patients to use this facility as it takes the pressure off the reception staff at the 8.00am rush!

The surgery will be offering the Flu and covid injections during the month of October.

Respiratory Syncytial Virus (RSV) injections will be offered to pregnant women who are 28 weeks and over and a cohort of elderly patients from the ages 75 – 79

RSV is an infectious disease of the airway and lungs; the symptoms are similar to a cold.

The Malmesbury Pharmacy which is privately owned by a married couple will be opening on Monday 12th August.

NHS app: Charlotte informed the group that you will not see a full list of your medication on the app until two weeks prior to your medication due date.

There is a dedicated phone line available to those patients who do not have access to technology for requesting repeat prescriptions.

- If an NHS App message is not opened within 24 hours, you will automatically receive an SMS to your phone instead.
- Notifications can be turned off in device settings to stop these if you prefer
- [Patient Support: How to use Accurx with the NHS App | Accurx Help Centre](#)

The front door will in future be locked at 6.30 and not at 7.00 as at present.

Removal of the plastic security screen at the reception desk: This was discussed with the reception staff before action was taken and it was decided that it would be removed as several patients had complained about privacy.

Most surgeries throughout the country have also removed their security screens.

A member of the group asked if the surgery is charging for gun licence paperwork. Charlotte informed the group that there is a charge for the paperwork that is needed for the issue of gun licences.

The surgery is active in using their Facebook page to inform patients of the facilities and activities etc that are available at the surgery.

Several members of the group thanked Charlotte for the excellent service the medical and support staff at the surgery are giving their patients. Several reception staff have been helping the elderly patients manage their NHS app which was very much appreciated.

The Chair thanked Midge Knight who resigned as vice chair as he is moving out of the area for his input in the group over the last few years and wished him well in the future.

Meeting Closed at 7.55pm

Next PPG meetings.
1st October 2023
3rd December 2023

Next AGM meeting 7th August 2025