

**Patient Participation Group (PPG)**  
**Meeting Minutes**  
**Tuesday 15<sup>th</sup> July @ 12am**  
**Mitchley Avenue Practice**

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**Attendees:**

Meryl Doherty (Chair)

Jennifer Bates (Patient)

Arnold Butler (External Relations Officer)

Ed Freemantle (Patient)

Pauline Foster (Patient)

Brian Fox (Patient)

David Scott (Patient)

Helen Wiggins (Patient)

Roger Wiggins (Patient)

**Apologies:**

Donna Coleman (Secretary)

Dr. Harriet Bedell-Pearce (Patient)

Mike Grenfell-Williams

Pat Magill (Chair)

Jean Watkins (Treasurer)

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**1. Welcome**

- a) Meryl opened the meeting by welcoming members and thanked everyone for joining this meeting remotely.
- b) There was confusion about what time the meeting was due to start because of the zoom notification and the original meeting invite both showing different times. Meryl apologized to members not able to join because of this.

**2. Apologies**

As above

**3. Minutes of last meeting**

Agreed

**4. Group business**

Handing over the PPG from the Practice – all PPG members agreed to take over responsibility for the running of the PPG. Meryl said that she would still be attending meetings on behalf of the Practice but PPG to set agenda.

**5. Work Plan**

Social Prescribing update – Paul Macy unable to attend meeting but will update PPG at next meeting.

**6. News from the Practice**

- a) Meryl talked about the problems the Practice had been experiencing with the new phone system: due to increased demand during the Covid19 Pandemic. Additional lines were now in use and this seems to be improving patient's ability to get through to Reception.
- b) Sneeze screen and intercom to be installed at the Practice to protect patients and staff.

- c) Ed Freemantle asked whether Dr. Kay was coming back, Meryl said that he had been signed off until the end of July and had given the Practice no indication that he would not be coming back. Meryl said that the 2 Locums Dr. John French and Dr. Leena Patel had fitted in very well. We also discussed the merits of having a female GP at the Practice.
- d) Arnold Butler asked whether we thought that the Practice had been supported enough by the NHS during the pandemic, Meryl said that initially the volume of information had been excessive and sometimes conflicting but this has now reduced in volume and increased in quality. We always had sufficient PPE.
- e) David Scott asked how telephone consultations were going and said that his personal experience was good. Meryl said that they were working very well and that in the future we would continue to offer them.

## **7. Other**

- a) Pauline Foster asked whether the flu vaccination would be prioritized for the more vulnerable patients if the age range was being lowered to 55, Meryl said that this was being discussed at the moment.
- b) We discussed repeat prescriptions and emailing through requests, Meryl confirmed that the Practice email had changed to [swlccg.mitchleyave@nhs.net](mailto:swlccg.mitchleyave@nhs.net) and that prescription requests could be made by email. Although the preferred method from the Practice point of view was via one of the apps either: Patient Access or MyGP. Arnold Butler said that he had requested prescriptions in this way and it had worked very well.
- c) We discussed using zoom for meetings and although it was the first time for some, it was agreed that it worked well.
- d) The PPG wanted to express their thanks to the Practice staff for working particularly hard during the pandemic.

The meeting ended at 12:45am.

**The next meeting date is Wednesday 28<sup>th</sup> October @ 12am-1pm from Zoom.**