

CHERITON BISHOP PPG
MINUTES
MEETING HELD ON MONDAY 24TH FEBRUARY @ 6PM

Present: Amanda, Sharon, Di, Phyll, Jean, Vinny.

Apologies: Natalie, Caryn, Sarah.

Minutes of the last meeting were agreed and signed off.

Tonight, we had a new member join so welcome to you Vinny and thank you Phyll for introducing her to the PPG.

Amada opened the meeting by resigning as the Chair from the PPG with immediate effect due to other commitments, she was thanked for her hard work during her time as Chair. The constitution requires no notice period for committee members resigning – this is something that we should investigate and rectify going forward.

Sharon advised that there were another two potential new member who were not able to make this evening's meeting as had not been contacted until the day of the meeting, they are William Savage from Crockernwell and Kate Evans from Christow.

A: The phone message was discussed at length, it was generally agreed that there is not a need for any 'options' when ringing the Surgery, just to be put straight through to Reception team.

Also, to have a GP or staff member to record the greeting to give it a more friendly & personal feeling for patients ringing in.

B: Sharon, Amanda and Jean had had a brief meeting in January to discuss a bit more about the PPG and expectations as it feels very disjointed currently with no progress being made.

C: The GP Partners have agreed to a figure of £100.00 maximum a year to be set aside for 'ad-hoc' requirements from the PPG – such as hiring of the village hall for events etc

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D: Generally, it is felt that the PPG need to learn expectations from the Practice staff and GPS alike as to what they want / need from us in order to flourish as a PPG.

E: Repeat Prescriptions were discussed again, to sync medication to enable patients to order all required medications at the same time to lift work for Dispensary staff and to ease the process for patients. Sharon confirmed that the Surgery have increased the time of being able to order repeat medications from 7 days to 10 days before an order is required- thus giving more flexibility to patients.

Some patients are not 'au-fait' on using the NHS App to order medication and there is still some issues with this – NHS England were supposed to give all surgeries a few hours in depth training to staff on the App – this has not materialised yet so Sharon will chase and then this could be a good focus for a PPG / Patient drop in workshop

F: Car Park – a very emotive issue that has reared its head from Village Hall Committee, when there is a function on in the hall, staff are required to move their vehicles off site to allow hall users to park – this is not a workable solution for staff during a very busy work day – the Village Hall are coming back to Sharon end of March with an update on this

G: PPG Leaflet – it hasn't changed for years so Di will work on it to update it and re-circulate with PPG members to comment / approval

H: Contacting the PPG – Di will set up an email address which she will monitor, and this will be published in Parish Magazines etc to make patients more aware of who we are and what we do and seek new members

I: Phyll went along to the first Community Voice Group which she found very useful, lots of information and things that we could tap into going forward.

It was agreed that we all need to go away and have a think on what we need to focus on and re-group at next meeting to discuss further.

Date of next meeting: 1st May 2025 @ 6pm at Cheriton Bishop Surgery.

