

**Patient Participation Group Meeting
Ariel Healthcare
Minutes of Meeting**

Location - St Mary's site	Date: 27th June 2024
Staff Present	PPG Members Present
Julee Moon, Ben Overd	David Crozier, Karen Henning, Roy Harkness, Richard Wayland, Sara Wayland, John Sanders, Jim James, Sue Davies, Debbie Shrubbs, Paul Brice-Burrows, Virtual - Sandra Brocklehurst, Richard Bridger
Apologies - Kate Forsyth, Clare Marshall, Katheryn Hewitt, Holly Richards, Peter Clifton, Liz Rosser, Tracy Richards, Julie Stefano	

- Minutes proposed and seconded.
- Matters discussed

RH - Communication problems with surgery and getting hold of some prescriptions. Rang and asked for Ben/Laura to ring him back but no one got back to him. Ben replied by email - not a phone call as was required. There are 2 types of prescription, those that are requested regularly and acute prescriptions that you only have now and again or are not on repeat. They are dealt with separately. The regular ones can be issued within 3 days by the prescription team. The acute ones need to be signed off by a doctor first and therefore there might be a short delay. If ordering both types at once, then they may not all be sent to the pharmacy at the same time. This is rare but can happen.

There has been a severe staff problem with 6 receptionists off sick, this has led to phone calls back taking over an hour. Previous weeks it was 16 minutes.

It is dependent on how many receptionists are available as to how many people are in a queue. Best option is always to opt in for a call back then your place is held in the queue.

SW raised a question about talking to a GP. She wanted a call back on her landline - not mobile. This was specified when she rang for a phone appointment. At the allocated time, she did receive a call back but this was on her mobile. Ben to check if this was put on the request when the booking was made. Patients can specify on their records how they wish their phone call to be received and this comes up as a 'pop up' warning on their records when they are loaded.

The surgery and prescription team have a good relationship with the pharmacies in the area. It was asked if there were known problems with prescriptions being sent out incorrectly. There is a bypass number the pharmacies can ring if there is a problem and the line is answered straight away.

KH asked why the prescription line is only open 10am-1pm? BO replied that it was to allow for the prescriptions that have come through to be dealt with. This can amount to 200-250 a day via online pharmacies and 100-150 through the letter box at both sites. This letter box is emptied 2 / 3 times a day. There are 2 clerks that answer the calls and queries at St Mary's Site and another at Fore Street. All acute prescriptions (mentioned above) have to be seen by a doctor and then if necessary the clerk will contact the patient.

There will be a new website launched soon called 'Clinic' which will be more intuitive and can hold more information and more forms - therefore will be an opportunity for prescriptions queries to be added to it. It will also allow for more patients to request help/queries.

DC asked about a newsletter being sent out on a quarterly basis to patients. RB asked for what purpose? BO would like a newsletter to be on the new website with links sent out by texts for patients to see it on the website if they wish. [Feedback was asked for what should be included.](#)

The screen at St Mary's displays generic NHS slides, statistics, medical packs recycling etc.

DC had the minutes from Sandra Wilson that were sent to all PPG members recently. There is another meeting coming up in Yeovil that Dave cannot attend and asked if anyone would like to go in his place.

Due to new members attending this meeting, they were told about how many patients are on the list - currently 20,249 which is the second biggest practice in Somerset. 3 new doctors are to start in September.

DS said that the reception staff are amazing and have remained amazing when he moved from Springmead Surgery.

The practice is a teaching practice and therefore junior doctors who wish to go on to become a GP have to do an additional 3 years training after qualifying and are also part of the staff at the practice.

Please can all agenda items be sent to KH at least 1 week before the meeting.

Next meeting - Thursday 29th August 7pm prompt at St Mary's site.