**PRIORY ROAD SURGERY**

**PATIENT PARTICIPATION GROUP (PPG)**

**MEETING ON WEDNESDAY 9 JULY 2025**

**Date:** Wednesday 9 July 2025

**Meeting Commenced:** 5.30 pm

**Members Present:**

LV

BW

HW

GM

Dr RP

**Introduction:** LV chaired the meeting. Apologies were received from JM, who hoped to attend the next meeting. It was agreed, that the minutes of the last meeting should be accepted. GM gave a brief resume of the previous meeting.

**Building work:** Dr RP said the privacy curtains had now finally been installed. In order to avoid cramping, the examination lamp in the nurse's room had been repositioned and wall mounted. The works were now complete – members were pleased to hear that.

**Surgery telephone system:** Dr RP said the provider of the telepone and internet system used by the surgery (and elsewhere in the NHS) – Louiscom – had ceased to trade. The ICB were now providing the same services as previously provided by Louiscom at the same rate. There had been a hiatus at the time of the changeover. The surgery's phones and internet access had been down on the Monday – an engineer had been present and attempting to fix the problem. Some service was restored on the Tuesday, but full service was not back in place until the Wednesday. Dr RP said this had caused significant difficulties as not only was the surgery unable to make or receive calls it was unable to process prescriptions on line, make referrals, archive notes, etc.

LV asked if there was a backup to the system? It was hoped the new arrangements would better consistency and avoid the problems which had previously been persistent.

**Cervical smear test:** Dr RP had said at the previous meeting the PCN had appointed a lead GP for cervical smear testing – they would be visiting the surgery shortly to see what could be done to encourage greater take up among those patients who were reluctant to take the test.

Molly and Amelia of the reception team were now acting as case coordinators in an effort to get those who were reluctant to come forward. There were venues within the town which could offer appointments 'out of hours'.

**Vaccination programme:** Dr RP said preparations for this year's vaccination programme were underway. Flu vaccination would start on 1 September for pregnant women and eligible children, on 1 October for all eligible others.The flu vaccination programme would run until 31 March – though the hope and expectation was that take up would be early. As in previous years, flu vaccinations would be available in the surgery.

Some changes had been made to the Covid vaccination programme for the year ahead. There would be aditional vaccinations for young children. Covid vaccinations would not be available at the surgery but at venues in the town including Laycocks' Pharmacy in Ore village.

**Closure of list:** Dr RP said the number of patients on the practice's list had grown to 3900. In response, the ICB had agreed the surgery could close the list from 7 May until further notice. A factor in that welcome decision was that other local surgeries were currently accepting new patients.

Children and close relatives of existing patients would continue to be accepted. If someone wished to appeal against a refusal to accept them as a new patient, they could do so to the ICB who would make a direction.

**Staff changes:** Angela, one of the reception team, had left. A replacement called Molly had joined.. She would be idenified as MoJo – since there was, of course, already a Molly in the reception team.

To incease the surgery's capacity to take bloods, a phlebotonist had been engaged to work on Fridays.

**Pharmacy First:** This was a new NHS initiative where patients with a variety of ailments could be referred to a pharmacist. They would get an appontment time at a specific selected pharnacy. (Laycocks and Hillview were included). The ailments included things such as sore throats, infected insect bites, uncomplicated UTI's, etc. the intention was to reduce pressure on surgeries and increse access for patients.

**Complaints:** Dr RP said there had been no new complaints. There had been two complimentary cards from patients who had appreciated the surgery's services. Members were pleased to hear that.

**NHS reorganisation**: There was nothing new to report about reoganisation of local NHS sevices. Nothing was likely to emerge for sometime yet.

**Next Meeting:** The next meeting was agreed for Wednesday 1st October at 5.30 pm at the surgery.

The meeting concluded at approximately 6.10.