

Minutes of the meeting of Bruton Patient Participation Group held at Bruton Community Hall on 21 April 2023

Present: David Stevens (Acting Chair), Virginia Membrey, Elisabeth Ingles, Juliet Capulet, Paul Jagelman

1. Introductions and apologies

David briefly explained his position as acting Chair and the whole meeting expressed their wish for a speedy recovery for Fiona and that our thoughts are with her. David will pass this on to Fiona.

Apologies – There were none

2. Actions from previous meeting:

- Paul – the care plan is being rolled out and every affected patient will leave with a note of how he/she will be treated.
- Promotion of website and app – requires more proactivity.
- The Dove – surgery will submit an article every month by the first of the month preceding the month of publication. i.e. for the June edition by 1 May. Please contact Elisabeth even if the surgery has nothing to say for any particular month so that she is aware.
- Website – who's who at the surgery with pictures – Everyone at the surgery will also have lanyards with their names and picture.
- Social Media – Surgery has opened Instagram and Twitter accounts.
- Health Coaches. Paul to update at next meeting.
- Read Easy scheme. There is an adult programme and the surgery will give information to those requiring help.
- Signage for surgery. Tom Power will contact Somerset Highways.

3. Stroke Services – It is now accepted that Musgrove Park is the right place and that going to Yeovil Hospital would be the wrong choice. Ginny reported that the merger of Musgrove Park and Yeovil was completed on 1 April 2023 and there is now just one Hospital Trust in Somerset namely Somerset NHS Foundation Trust.

4. Patient Transport

- Tom Power urged the use of the Cat bus in Wincanton. If it is not used we will lose it.

5. Practice Update –

- New receptionist has just started. Interviews continue for additional GPs. One hopeful has decided not to take on the position because of the distance to the surgery.
- Covid jabs are commencing this weekend for over 75s and immune suppressed
- Diabetes recovery programme is up and running.
- Following the receipt of a bequest from a deceased patient the surgery has purchased an additional ECG machine and is significantly updating the health booth at the entrance to the surgery which will be highly interactive. Once it is up and running it will be publicised.

6. AOB.

Patience reported that she had been mistaken for a different patient and encouraged clinical staff to ask the right question like date of birth to avoid this happening.

When patients call to ask to speak to a GP their request is triaged within a few hours and the patient should be contacted with the result as soon as possible by telephone or text.

This was Laila's last meeting and the PPG thanked Laila for input and wished her every success in the future

8. Next meeting – 11am, 26 May via Microsoft Teams