

**The Old School Surgery  
PPG Meeting Minutes  
12.30pm Thursday 12<sup>th</sup> December 2024**

**Present:**

Dr Angela Paddon (Practice Partner)  
Nicky Johnson (Practice Manager)  
Lucy Hawkins (GP/PPG Secretary)  
Ann Boothroyd  
Alison Comyn  
James De Wesselow  
Janet Durie  
John Farmer  
Travers Nettleton  
Sarah Whatley  
Jeremy Wyatt

**Apologies of Absence:**

Dr Hannah Graystone (Practice Partner)  
Dr Julia Hempenstall (Practice Partner)  
Donna Pais (Practice Manager)  
Hayley Kane (PPG Chair)

**Welcome**

Nicky is chairing the meeting today as unfortunately Hayley sends her apologies. We welcome everyone and briefly take turns introducing ourselves as we have some new members.

**Minutes of the Last Meeting:**

Minutes of the previous meeting accepted.

## **Surgery Maintenance/Funding**

The Surgery is in need of a lot of maintenance work, we aim to have a fundraiser next year but agreed to compile a list of works required in order of priority. We will obtain quotes in all areas and then set targets. The fundraiser will be number one on the agenda for our next meeting. Travers brought some very good quality floor samples in to show us. The damp in the Surgery will need to be addressed before anything else.

Janet suggested the possibility of funding ie; English Heritage, National Lottery or Victorian Society. We could also create a Just Giving page on social media and insert a write up in the Parish News.

*Action: List work requirements and schedule to then obtain quotes and look into funding*

*By Whom: LH to liaise with Practice Partners, Practice Managers and Practice Support Administrator*

## **Ideas how the PPG can support the Surgery**

The Do Not Attend issue was discussed again, we appreciate Travers puts our DNA posters up around the village and we have notices within the Surgery. The idea of a small fine was suggested but we are unable to implement this... unfortunately!

Signposting patients to minor injuries or pharmacies – we are consistent with patient education regarding appointments that are appropriate for a pharmacy referral or to minor injuries so will continue with relaying the information.

Supporting patients to book online – patients are able to book routine Doctors appointments online via the NHS app or via the website, however, this does appear to be the minority. Net Neighbours was recommended to assist patients with limited internet skills so we will find more information on this. It was mentioned that it was unclear that an urgent/same day appointment cannot be booked online.

The staff do appreciate support as well as the Surgery itself, one of our Patient Services Administrators has recently become our Mental Health Lead, she is there with support and information, not only for patients but for the staff too. We constantly have positive quotes greeting us on our staff notice board!

## **Funds for new waiting room chairs**

We recently purchased some new chairs for the waiting area and requested that this could possibly be paid for by the patient fund.

*Action: Obtain confirmed figure to inform PPG members*

*By Whom: LH*

## **AOB**

The television screen in the waiting area has not been in use for some time now, this was also recently discussed in a Practice Meeting.

*Action: Enquire into getting screen back up and running.*

*By Whom: NJ*

The radio channels change at times, this does happen from time to time as patients have varying tastes!

The notice boards in the waiting room need updating and reorganising, if possible to be positioned in a more accessible area.

*Action: Update notice boards & consider location*

*By Whom: Reception staff*

A rubber strip at bumper height on the rear car park wall was suggested, however, the wall does not belong to the Surgery.

All PPG members were given Terms of Reference.

**Next PPG TBA**