**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT NETHER STOWEY LIBRARY

# Wednesday 6th December 2023

## PRESENT

Diane Faris (Chair), Helen Stacey (Practice Manager), , Elisabeth Woolcock, Terry Binding, Helen Every, Geoff Every, Kate Hope, Tricia Griffiths- Gough, Eric Coates, Sarah Bennett (village Agent)

**APOLOGIES**

Ian Faris John Friend, Sally Friend, Bruce Roper, Sue Sidery, Maggie Harlow,

**MINUTES OF PREVIOUS MEETING**

Minutes of the Previous meeting were accepted, no changes were made.

## NEWS FROM THE QUANTOCK MEDICAL CENTRE

Patient numbers are up to 4,040. The Practice is frequently asked if it will cope with new housing developments. The issue is that the Practice tends to keep patients on that have moved to different localities and then request to stay with their GP. This is an issue for the GPs to decide. We will only be taking on new patients that live locally, we frequently get requests form across the country from patients but we are unable to accept these, and we will need to ask patients to start to register nearer to where they actually live if we are going to cope with the increase in numbers and subsequent workload. When appointment waiting times get difficult and the workload increases further this will need to be considered carefully.

Flu clinics have gone well this year, a few issues when patients arrived out of time and had to wait a few minutes but generally we have 5-6 vaccinators, so patients didn’t have to wait too long. We also invited children for their vaccinations at the same time and this seemed to work well and help the vaccine uptake as these clinics were on a weekend.

We still have a few hundred vaccines left and we are trying to encourage those who need it to come in, unfortunately the Govt changed the goal posts this year and we were not allowed to vaccinate patients over 50 -65 years with no medical condition, whereas in previous years they were part of the vaccination cohort, so this has caused some confusing and upset with these patients. We are not allowed to gov ethe vaccines to anyone other than those stipulated and are not allowed to charge privately so these vaccines left over will unfortunately be destroyed.

The trees have been taken down from around the practice which had caused subsidence in the building, the building is being left to settle until internal and external repairs can be completed.

## NEW STAFF MEMBERS

We have interviews for 2 dispensers and a safeguarding Administrator this week, hoping we will be successful, with regards to additional GP support for the growing numbers of patients and work load the practice needs to look at a longer term solution for this rather than a quick win.

## FUND RAISING/NEW EQUIPMENT

We have been extremely fortunate with fund raising this year and have received a number of generous donations which have funded a new Doppler machine, Defib Batteries and pads, new electronic scales in each clinical room, new BP monitors, Kardia care ECG Monitors to do emergency ECGs, spirometry syringe, new chairs for clinic rooms etc. We discussed having a further significant item to raise money for next year. We are looking to get a Spirometer for respiratory patients this could cost over £3000. Helen to discuss with Clinical team and then with PPG.

## RESUS TRAINING

Resus training in September was well received feedback was very positive and we will look to make this an annual event and open it to the villages locally to increase awareness.

## FFT FEEDBACK

Sound-proofing is still an issue. Provision of background music is being considered in the new year. Some patients have asked for magazines to be available in the waiting area and water however we feel that these are things patients can bring in themselves when they have an appointment, and if anyone does need a drink they are able to ask reception who will provide this.

We discussed the tables in front of the reception hatches. These will remain as they have been a help to keep patients back form eth counter- previously other patients would barge in front of the patient at the hatch to try to get seen and dealt with immediately. If patients are concerned about privacy, we would encourage them to ask the receptionist to come around or talk in a more discrete area until a better solution is found.

## ANY OTHER BUSINESS

Sarah Bennett the Village Agent discussed concerns regarding Social Care Funding in the future. The County Council are asking Parish Councils to take on more responsibilities with no additional funding. This is going to have a detrimental effect on the community in particular adult social care and support for elderly residents in the area.

Terry expressed an interest and setting up a support network or buddying system for elderly people in the village. A good model would be that of Stogursey, Helen and Sarah would be interested in looking and the Stogursey Model and trying to support anyone who would be interesting in setting this up for Nether Stowey. One idea form Terry was for dog walkers to possibly call on people to see if they needed anything whilst walking around the village.

There are a number of Hamper Schemes over Christmas for people that are on their own, contact the village agent if you know of anyone who may benefit or look out for local posters at the surgery.

There is a Surviving Winter Grant available for the over 60 year old with a chronic condition offering £500 towards LPG Gas, electric, or electric blankets.

## NEXT MEETING

 Wednedsays at 10.15 Library Nether Stowey

6th March, 5th June, 4th September, 4 December 2024