

PPG MEETING NOTES

Held at Riverside Surgery, Halling on 18th December 2023 @ 18:30

Present:

Dr K Malladi, Kim Stoner, Mathew Dale, Philip Badman, Terry Dolby, Trevor Dady, Gill Morton, June Nicholson, Nikki King, Alison Dyer, Nigel Dyer, Jeffrey Comber & Maria Cook

Apologies:

Joy Oliver, Margaret & James Sutherland

The Care Home at St Andrews Park

Planning approval has been given for a Care Home with 66 beds and work has started. Dr Malladi has not had confirmation when this will be ready. He has taken advice from Dr Balachander at Borstal surgery who has been running Frindsbury Hall for 40 years.

Booking of appointments

Mr Comber spoke about having to wait for over a week for an appointment to see a GP, after receiving a text from us regarding his results. He was told to call back at 8:30 or 3:30 and we were always fully booked. Dr Malladi and Kim explained the appointment system and booking in advance if needed. Kim explained that going forward reception staff will be given additional training and will be asking patients if the appointment is urgent for the day or if it is something that could wait. Our next routine appointment for this week was for Friday. The PPG asked if this was on our website, Kim will check. Our advice is that if you are calling to book in advance to wait until later in the morning to telephone so the initial rush is over.

All appointments made can now be face-to-face or via a phone call, whichever is preferable. Ask the reception staff when making the appointment.

Dr Malladi explained that if any results are urgent the GP would call and not text. Perhaps the GP could text stating routine or non urgent appointment to be booked – KSM to bring up in next Drs meeting.

Telephone System.

Dr Malladi and Kim was surprised to hear that the phones still sometimes cuts the caller off. Kim has investigated this previously and had had not been informed that this is still happening. Kim asked the group to let her know as soon as this happens so she can call the supplier immediately with details.

Booking on-line

Mrs Cook asked about booking online for appointments. Dr Malladi explained that this is no longer available. It was being used for inappropriate booking e.g. a GP was being booked for baby immunisations

E-consult

Dr Malladi explained about the e-consult available which is available on our website.

Staffing

The surgery now has a full compliment of staff. This is ALL staff, not only doctors.

Covid

Mr Dale asked about covid. Dr Malladi did not have any figures as there is no routine testing any longer.

Dispensing list validation

Dr Malladi explained about the dispensing list validation which was currently being carried out for all of our registered patients whom we dispense medications to. The guidelines are, if you live within 1.6km of a pharmacy as the crow flies you must use that pharmacy to receive your medication. This only affects one address in Halling which is Whittings farm, but there are over 500 patients affected in Cuxton. We will have to contact all patients and notify them. The roads affected are Harold Road, Reginald Drive, Poplicans and James Road. Patients are able to apply for an exception under the serious difficulty rule but will be difficult to get approved.

Currently they are using a GPS mapping tool but this will not be available for us to use due to funding issues, after this work has been carried out.

Dr Malladi will hold a meeting at Cuxton in February time when needed. Unfortunately, these regulations are set in law.

Dr Malladi wished everyone a Merry Christmas and a Happy New Year.