

# **Saxon Spires Patient Participation Group**

**Minutes of the Meeting held on Wednesday, 5th February 2025**

**At the Brixworth Surgery**

**17:30 hrs to 18:30 hrs**

**Attending** Dr Julia Railson, Sarah Berry ( Practice Manager), Sarah Payne (Assistant Practice Manager), Marie Borrill, Sue Brady (Vice Chair), Michael Brady (Treasurer), Keith Dobell (Chair), Ann Gray, Dorothy Hill, Barbara Hogg (Secretary), Paul Jacobs, Sue Marshall, Michael Parsons, Barrie Sollars, Angela Tilston, Rosemary Ward.

**Apologies** Maggie Goodwin, Louise Smart.

## **Matters arising from the minutes**

- Some Practice news was being released via Facebook, discussion on how to communicate more effectively to those people who did not use social media. The Practice would be comfortable with SSPPG leaving hard copies in surgeries.
- Despite trying 3 times, Keith has had no response from “Happy at Home”. (Maybe “Happy @ Home”?)

## **Practice News**

- NGH Audiology have informed the Practice that due to funding issues they are no longer supporting all surgeries with supplies of hearing aid batteries. However, if patients would send a stamped self addressed envelope (correct postage!) to the department then they could receive batteries via post.
- The Practice will continue to use Facebook and Helen Blackburn (Social Prescriber) at Brixworth Community Centre Library on the first Thursday of each month 3pm – 4pm. She can assist with training should anybody need it.
- In addition, information will continue to be provided via the Practice website.
- Saxon Spires is supporting a 5K Park Run at the Brixworth Country Park at 9 am on Saturday 22nd March. It will be launching a fundraising event for Cancer Research UK to support Dr Susie Northover. Further information about Dr

Northovers own story can be found on a link in the ‘News’ section of the Practice website. ([www.saxonspires.co.uk](http://www.saxonspires.co.uk)) The PPG will provide refreshments and shake buckets to encourage donations.

- There will be some rearrangements of the dispensary at Guilsborough to enable dispensing and storage to be in one room. The commencement date to be advised.
- There has been some slight changes in the ordering patterns of non electronic repeat prescriptions over the weekends and using the NHS app as an alternative is encouraged. Should more than one delivery be made to one household say for two different patients the Practice requests that they are ordered and therefore delivered at the same time. This will help in efficiencies in the dispensary and in deliveries.
- The Police “Beat” bus will at the Brixworth surgery car park between 10 and noon on Thursday 13th March.

### **Future of PPG**

The Chairman highlighted an issue regarding the age range of those who attend the PPG meetings and stimulated a discussion on how to extend interest among younger people and in succession planning.

From the SSPPG Facebook statistics he identified from the 671 “followers” the views as:

1832 on 10th January 2025

2900 in the last 28 days

5800 in the previous 28 days

Interestingly the age ranges of the followers as:

40-50          30.3%

35-44          21.9%

55-64          21.2%

65+            17.9%

- The meeting acknowledged the issue but similar positions exist in many volunteer organisations.

- Provide SSPPG information leaflets at more public facing events eg the Park Run in March.
- Dr Railson feels the Facebook statistics do show interest. She felt that the PPG is good and it is inevitable that those with greater family needs and work commitments are less likely to be willing to get involved, but will watch.

### **Wells Brixworth Pharmacy**

Complaints still being made on the quality of service with drugs shortages and even times when the pharmacy is closed due to non attendance of a pharmacist.

Actions should therefore include:

- Complainants would write to Wells and express dissatisfaction.
- Use another pharmacy.
- Or use the Guilsbororough pharmacy.
- If caught out with no supply of a critical material at a difficult time ring 111 (eg blood thinners over a bank holiday).
- Patients should ensure that repeat prescriptions are ordered in good time so that they don't run risk running out of key materials.

### **NHS App**

Using the app is encouraged for ordering repeat prescriptions and for viewing test records and appointments. The app is not yet sophisticated enough to be able to book all appointments with all staff.

### **Fundraising for equipment.**

The Practice will consider if there is any equipment that could be seen to extend or improve patient experience. Clearly this would be distinct from routine replacement that the Practice would normally undertake.

### **Health walks**

Support remains good, 20 attendees in December and 33 in January. Walks usually last one hour and walkers can go at their own pace and the slowest are free to stop and return. Nobody gets left alone as there is a designated back marker "marshall"

### **Treasurer's Report**

The bank account now has a balance of £338.92, no change since last month.

### **Any Other Business**

- It was stated that neither waiting room had a clock. The treasurer agreed to provide the funds to buy one for each surgery.
- It was queried how test results are communicated. The standard procedure is that all results are monitored by a medical practitioner and should a result require consultation then the patient would be sent a text to contact the surgery to arrange an appointment. If all normal, the tests results would be filed. The patient can request the results from the practice secretaries or by viewing on the NHS app.

### **Date and Time of the Next Meeting - AGM and a normal meeting**

NOTE the time:

Wednesday 14th May – Guilsborough Surgery at 6.00 pm.