

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: Mon 10th March, approx. 12.30pm

Venue: In person, Meeting room at Old Orchard Surgery, Wilton

In attendance: Carole Slater (patient), Pauline Rose (patient), Pete Blackman (patient), Karungi Grant (patient) and James Druce (TOP).

Apologies: Dr Ali Corke (TOP)

Points discussed:

- Members were welcomed.
- Previous meeting minutes were reviewed and agreed.
- James asked the group if they were aware of any on-going concerns around audible patient confidentiality at reception desks. This was referring to when patients are sharing confidential info with the receptionist at the reception desk, as this can be challenging due to the building's layout. There were no reports of concerns, as adaptations had previously been made for patients to be given the option to write things down. James reported that he will continue to monitor this and as part of other works, The partnership is looking to adapt the sneeze screens in place, which may help patients with face to face communication.
- The question was asked if home visits are still taking place for Shrewton registered patients, because it was felt they weren't. James reported he was not aware of any ceasing of such services, but would ask to enquire if there was any further information available.



- The partnership was asked if it was aware of any specific arrangements or impact of the “merger” of regional hospital Trusts. James was not aware at the time and didn’t have any information on this. Since research (post meeting), it is apparent that the Great Western Hospital, Royal United Hospital Bath, Salisbury NHS Foundation Trust are going to share a CEO and are “collaborating”, not merging. Their aim is to improve patient care, share resources and have a more joined up leadership structure (without formally merging into one organisation).
- Discussions and ideas were shared around how it might be possible to develop the partnership to become more sustainable. Pete shared that he’s known of positive experiences with solar projects, and so James will take this idea away and see if there are any opportunities on the partnership buildings. James fed back that there have already been some improvements in terms of increasing recycling, reducing waste and replacing old lighting with energy efficient LED lighting.
- The PPG was informed that the partnership has recently identified that a number of its registered dispensing patients do not current have a valid Medical Exemption (ME) certificate. The partnership will be communicating online, social media and through posters about the need to provide a ME certificate when claiming through the scheme.
- James was able to share that covid and flu immunisation clinics are taking place this spring, but that the cohort is much smaller than in previous seasons, with government mandated criteria only including those in more specific circumstances (such as being immunosuppressed) and especially vulnerable. Those eligible have already been invited and there was a good uptake, but lower numbers due to the eligible group being that much smaller.
- The PPG commented that the pharmacy in Wilton seems to be working well, and their services are much improved since the change of management company/owners. The PGG asked if there was more opportunity to work alongside them. James explained that there is little likely overlap in practical operations as contracts and structures are managed very differently, but of course the partnership is always open to collaborative working where this is in the best interests of its patients.
- Shrewton’s PPG have asked if its possible to explore having a new external sign at the surgery as they felt the current one is getting a little old and tired. James will raise this with the practice manager in due course and discuss what options might be available. The PPG felt a slate style sign might look quite nice.
- Shrewton PPG is celebrating its 40th anniversary on Wed 11th June 2025 with an event of some kind. Carole asked if there was any budget available from the partnership for a small event. James will enquire and get back with some more information, and support for the event as James said it would be a lovely thing to



celebrate and bring people together for. James offered the partnerships support. Carole reported there are currently about 16 Shrewton PPG members and the group have recently voted to continue the group.

NHS Friends and Family Feedback

(figures are cumulative to date)

Good and Very Good respondents: 97.41%

Poor and Very Poor respondents: 1.1%

Neither (mid rating): 1%

A small selection of patient comments:

“Didn’t wait too long in waiting room, doctor was thorough and listened to my concerns and addressed them.”

“Very helpful, efficient, and friendly team.”

“Long waiting time at surgery and 3-week wait for appointment but excellent service from the GP.”

“Prompt efficient service.”

“Dr was very welcoming & sympathetic on our first meeting & listened attentively to my reason for visit. She was helpful with advice & we agreed a good course of action. A very positive first experience with a Dr following recent move to the surgery.”

Date of next meeting: Mon 2nd June 2025 – 12.30pm

Venue: Online Teams – invite and meeting link to be sent nearer the time.

