

Selsdon Park Medical Practice & Mitchley Avenue Surgery Joint PPG Meeting 30th July 2024 - held at Selsdon Park

Attendees:

Pauline Copeman SPMP
Dr Alex Trompetas
Marilyn Arbisman
Satish Desai
Brenda Hibbs
Elaine Preston
Dave Scott
Brian Fox
Roger Wiggins
Victoria Vyse
Elaine Grant

Apologies:

Meryl Doherty Mitchley

- 1) **Welcome to all**
- 2) **Apologies** – as above
- 3) **Minutes** – discussed mental health practitioners have not found one yet. PPG asked for a GP to attend the next meeting, so Dr Trompetas is in attendance at the meeting today. Enhanced access appointments on a Saturday for both GP and Nurses re-iterated.
- 4) **News from the practices:**
 - **Mitchley** – Alex Trompetas confirmed that Dr Simon Woolf will be retiring on the 31/03/2025. He has been reducing his hours following his on-going health issues and now does 5 sessions a week. Dr Woolf is selling the property as a private dwelling.
 - Dr John French will also be leaving on 31/03/2025 to relocate to Hove/Brighton area.
 - Patients were aware of Dr Woolf's pending retirement and the possibility that the premises will no longer function as surgery. Dr Trompetas asked PPG members for input about how to manage the news, reduce rumours and improve general dissemination of the news on consolidating GP services at Selsdon Park. Patients and staff have already been discussing the news.

Suggestions

- Hold open information afternoons,
- Drop-in sessions for patients who have concerns about moving the clinical services. Dave Scott more than happy to help with such sessions. Christian Kuepers will also be happy to help.
- Alex said there are plans about upgrading current salaried GPs to become partners and also plans to employ more salaried GPs to cope with the demand.

Issues/concerns to discuss included:

- Distance to surgery for those furthest away and not able to drive.
- Worries about continuity and seeing the same GP as presently.
- Concerns re difference between a small surgery and a large surgery such as Selsdon Park

Suggestions to help.

- Maybe having 2/3 GPs to see only Mitchley patients
- Maybe asking admin staff from Mitchley to start answering the phones at Selsdon
- Selsdon receptionists working at Mitchley to get faces known
- Send another GP to Mitchley again to build up relationships between staff & patients
- Satish reported he has no problem getting a bus to the surgery from Mitchley Avenue.

Other news

- **Selsdon** – Dr Coull has had a baby boy called Max.
- Lesley Watson retired after many years at the practice.
- We have 2 new receptionists Lorraine and Sarah.
- Dr Aynsley Cresswell has now left to relocate Co Durham area
- Jon Maries is returning to near on normal working following his bike accident which left him with a number of injuries.
- Lloyds pharmacy sold their business to Allied pharmacies after being made bankrupt. The current owners cannot make the pharmacy work and have given notice that they intend to stop trading on Friday 30th August 2024. NHSE are keen for the surgery to use this space for clinical rooms which the surgery will look into.

•

5) **PPG input, ideas –**

- PPG Talk – Marilyn suggested a speaker on long covid. Surgery to source a speaker. Victoria said she knows someone and will send Pauline the details.
- Or podiatry foot care
- **Last talk** was felt he went on too much about his Olympics experience and not a lot about physiotherapy!!.

6) **AOB –**

- **Enhanced access** Saturdays GP face to face and telephone as well as nurse appointments. Please use, the appointment has to be booked via your surgery currently as the 2 systems are not integrated and cant be currently.
- **Victoria** wanted to raise the point that she had to hold on to Olivia's phone for 20 mins the other day. Pauline informed her this was a glitch which should now have been rectified.
- **Satish** reported that he feels the new telephone system has improved
- **Flu Season** will be starting later this year in October. This is due to the introduction of the RSV vaccine which was explained by Dr Trompetas.
- **Patient Survey** needs to be done in a few months. Dave asked for a draft to be sent to him and then we can organise how it will be run.
- **Newsletter** Pauline asked for help with this. She had put 1 out earlier in the year but feels we now need to look at issuing another one. Article items suggestions gladly welcome.
- **Dave** mentioned when he was shown round the surgery by Alex he was impressed with the facilities of the surgery and feels that more tours for patients will be beneficial.

7) **Date of next meeting – 3rd September 2024**