

# Selsdon Park Medical Practice and Mitchley Avenue Surgery Joint Patient Participation Group (SM-PPG)

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4 November 2024

## Agenda

### Ground rules

- *This meeting is not a forum for individual complaints and single issues.*
- *We advocate open and honest communication and challenge between individuals.*
- *We will be flexible, listen, ask for help, and support each other.*
- *We will demonstrate a commitment to delivering results, as a group.*
- *Silence indicates agreement – speak up, but always go through the chair.*
- *All views are valid and will be listened to.*
- *No phones or other disruptions.*
- *We will start and finish on time and stick to the agenda.*

### 1. Welcome

#### Attendees

Brenda Hibbs  
Brian Fox  
Christian Keupers  
Elain Preston  
Helen Wiggins  
Jean Watkins  
Jenny Bunner  
Roger Wiggins  
Teresa Frankiewicz

### 2. Apologies

Arnold Butler  
Dave Scott  
Marilyn Arbison  
Satish Desai  
Victoria Vyse

### 3. Confirm minutes of last meeting

Confirmed

#### 4. News from the practice

Dr French starts back at Selsdon today

Dr Vilani starts at Mitchley today

Dr Woolf will be working on Monday, Tuesday and Wednesday, swapping his Thursday to a Monday

Mitchley change of use planned withdrawn as inaccurate, will be resubmitted

Megan - HSA has gone on maternity leave, Pauline is recruiting a phlebotomist

Both sites are offering flu and covid vaccines

New Receptionist Sheridan has replaced Sarah who left at short notice, she works Mondays and Tuesdays

23<sup>rd</sup> and 24<sup>th</sup> December Mitchley will be closed and operating out of Selsdon

Allied Pharmacy - plans in place, building will start mid-November and completion is due mid-February 2025.

A letter will be going out to Mitchley patients to let them know of the closure and plans going forward, text messages will be sent to all patients

In April we hope to have 1 Mitchley Receptionist in Reception on each session

#### 5. Informal engagement event

The first event will be on 21 November - 3:30pm-5pm

More planned over the next few months

Intended to show Mitchley patients the Selsdon practice and address any concerns

#### 6. PPG input, ideas etc

- PPG talk

The last talk only had 1 attendee.

Discussed whether we wanted to continue with these, PPG said yes, we agreed that they were best held during the lighter evenings.

Suggestions made to hand out leaflets and put up more posters.

- Patient survey

Not discussed

#### 7. Any other business

21 November Riddlesdown Residents Association are holding a meeting which Mitchley and Selsdon will be attending to discuss the closure of Mitchley

Discussed Riddlesdown, Selsdon and Sanderstead care groups

Mental Health Practitioner role on the back burner

#### 8. Date of next meeting

27 January 1:15pm at Selsdon Park Medical Practice