

Patient Participation Group
Tuesday 14th January 2025 - College Way Surgery.

Minutes of Meeting	Resp
<p>Present: Derek Spackman, Chairman (DS) Dr R Charles (RC) Lead Nurse Allison Hallas (AMH) Judith Kassapian, Practice Manager (JK) P Foulds, P Cole, D Montgomery, R Rusinek, Y Hawkins, S Young, H Lawy. Apologies from members unable to attend noted by JK.</p> <p>1.Welcome DS welcomed everyone and thanked them for attending.</p> <p>2. Changes in the partnership and staffing update JK outlined the team structure: 10 GP Partners; the most recent being Dr Merrett changing his status from a salaried GP to a GP Partner following the retirement of Dr Bett. 2 Salaried GPs and 1 GP Retainer. Our nursing, reception, secretarial and IT teams remain fully staffed at the present time.</p> <p>3. Taunton Central Primary Care Network update. College Way Surgery is a member practice of Taunton Central Primary Care Network (the PCN) alongside St James Medical Centre, French Weir Health Centre, Crown Medical Centre and Quantock Vale Surgery (Bishops Lydeard). The PCN serves a combined registered population of c.65thd patients.</p> <p>Targeted funding has enabled the PCN to recruit a diverse team to work across the 5 practices including Clinical Pharmacists and Pharmacy Technicians, First Contact Physiotherapists, Social Prescribers (Health Coaches and Village Agents), Adult and Child Mental Health Workers, Cancer Care Coordinators, a dedicated team to support enhancing healthcare in Care Homes, a dedicated Team providing Proactive support and a variety of alternative healthcare practitioners based in individual surgeries. The social prescribing team work with a wider Neighbourhood Team (Community, Social Care, Somerset Council, Somerset FT) in reducing the number of non-medical contacts with patients, assisting to educate some patients that they do not always need to see their GP for such issues and reducing attendance at A&E / hospital admissions.</p> <p>Going forwards the PCN will increasingly consider digital technology to enable smarter working, patient cohort identification and increased patient self-management.</p> <p>4. Patient population versus surgery capacity and the long-term impact of new and proposed housing developments. The practice currently has 14668 registered patients, a net increase of 700+ patients in the 12 months to 31 Dec 24. JK explained that whilst the practice has continued to maintain service levels and patient access this has become increasingly difficult within the constraints of the physical surgery space (built to accommodate 10,271 patients). A PPG member suggested that previous planning reports (in 2015/16) indicated a new surgery was required to accommodate the Comeytrove / Orchard Grove Development (2000+ houses). This additional capacity now seems unlikely to materialise. Further planning applications for additional housing within the practice boundary have been submitted or are being scoped.</p> <p>Somerset ICB are again undertaking a review of the Primary Care Estate in Taunton to prioritise need and hope to identify “quick wins”. For example, convert a space previously used to store patients notes that have been digitised into office/clinical space. Large scale development in the short term is considered unlikely due to a lack of</p>	

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funding, but we hope to be well placed to access any funding that may be announced in the future.

5. Car Parking

Recognition that this continues to be problematic, particularly school drop off and pick up times, despite parents being made aware that the car park is for people attending the surgery only.

Parking constraints have been further impacted by the Community Hall imposing permit only parking and Tesco stating enforcement after 30 minutes.

JK advised she is regularly contacted by private parking companies to take over management of the surgery car park but does not feel it is appropriate at this stage. However, if problems persist this may need to be re-visited. In the meantime, staff members occasionally oversee car park use at peak times.

6. Surgery Newsletter

The surgery's first newsletter was shared with the group and has been well received. Paper versions have been made available in the waiting room, shared via Facebook and are accessible on the practice website. A decision was made to not distribute by SMS/text on this occasion. The newsletter will run at least quarterly. Feedback from the group was positive, with a recommendation to limit it to 2 sides A4 (1 sheet of paper). The group were invited to suggest topics / themes for future versions if they wished to do so.

7. NHS 10 Year Plan (change.nhs.uk)

For the recently announced 10-year health plan to meet the needs of patients and service users NHS England are requesting individuals and providers feedback ([via a short survey at change.nhs.uk](https://change.nhs.uk)) regarding their experiences and their ideas of how things could improve.

The 10 Year Plan will be built around three shifts:

- Moving more care from hospital to community
- Making better use of technology
- Preventing sickness, not just treating it.

Group members are encouraged to complete the survey if possible.

8. Any other business

The meeting closed following a healthy debate around the challenges of delivering continuity of care (access to the same clinician on each occasion) in a sustainable healthcare environment.

Date of next meeting:

Date proposed for the next meeting: [Tuesday 8th April 2025](#)

DS thanked everyone for attending.