

Giffords Surgery
Patient Participation Group (PPG)
Meeting Minutes
23rd APRIL 2024

Attendees: Andrew MacLachlan (Chair), Chris Pickett (Secretary), Sheila Pickett, Sarah Williams, Ros Carlisle, Jan C, Claire C, Emma Fletcher (Partner) Dr Claire Garmston (Partner).

Apologies: Anne Sullivan.

Items	Action
<p>1. Welcome by AM to participants.</p> <p>2. Minutes and action plan circulated prior to meeting dated 5th March. Item 5 – ‘<i>new hand machine</i>’ to read – ‘new HAM (Health Assessment Machine)’ now in regular use. Otherwise minutes accepted as an accurate record.</p> <p>3. Matters arising</p> <p>a) A few members mentioned they had been aware of feedback height not registering correctly on the machine. EF had previously investigated, and patient must remain still. Staff would be checking this is correct with patients during appointment. EF would look into this again. Action EF</p> <p>SW suggested PPG could help patients when using the machine to guide them into its use and benefit. RC suggested perhaps one day a week by PPG members if agreeable. EF stated help was available from the navigators. Busy days are Monday, quieter on Friday.</p> <p>b) PPG Notice board has been put up in waiting room. Provides information on the role of PPG. Proposed photos and details of PPG members if happy for notice board and web site. Action EF</p> <p>Social Media post has gone out and website updating on PPG. EF has asked clinicians to suggest any potential new PPG members from known patients that we could approach.</p>	<p>EF</p> <p>EF</p>

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- c) Action Log – **EF** briefly updated on previous actions – further details to be discussed during the meeting as part of agenda items.
- d) Surgery Update – **EF** delighted to confirm a new practice GP partner has been appointed Dr Ellie Hartley, who joined as a salaried 4 years ago, joined the partnership on 1 April.
- e) EConsult Update. Complaints have now significantly reduced. Discussed some frustrations with the econsult platform. **SW** suggestion that an option to respond to an ‘invited’ appointment by the Dr would be helpful. There isn’t always a suitable option to choose e.g. blood test, so patients enter something else as an issue to be able to submit the consult. **EF** explained that the practice is aware of some of the niggles from patients and this has been fed back to econsult. We believe it will continue to improve with time. Overall, the practice is very pleased and coping generally with demand. Patients and staff much happier generally. Phone contacts have reduced significantly enabling those that are not able to use econsult to phone through.

JC suggested that confirmation of econsult could state response will be within 24hrs rather than stated 48 hrs. This was purely set as a caveat. **CG** stated that the majority of EConsult forms are responded to on the day – few are referred to the next day. **EF** to feedback to practice. **Action EF**

200-270 enquiries received each day. Mondays see a quarter of the demand for the whole week. Considering switching off at 4pm on a Monday to help remain safe. Gives 1.5hrs time to deal with unanswered contacts and queries.

Giffords run an ‘on the day appointment’ system and are coping extremely well with econsult, other surgeries are

EF

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<p>struggling with their capacity and requiring to turn off much earlier in the day.</p> <p>CC asked if PPG members can assist at Chatty Café. EF confirmed there would be training involved as contacts could be challenging.</p> <p>f) Friends Charity Update. SW outlined the progress so far. An online system has been set up to monitor and run the charity. Constitution being completed. Project proposed to see what is in the community, how it is run and for whom – suggestion that Trustees are sought through advert.</p> <p>AM concerned that open advert might not be practicable confirmed by EF.</p> <p>g) Covid Vaccine Clinic Assistance. EF request for volunteers to assist in the surgery guiding patients, answering questions. 9am and 1pm on Saturday 27th April – good time to connect with patients.</p> <p>h) AGM. Discussion on AGM and whether should go ahead. No requirement. The PPG is not a registered charity. Terms of Reference should be updated to include an AGM if we are to proceed with one. Action CP</p> <p>EF felt it to be ‘best practice’, an opportunity to vote in the Chair, Secretary etc look back at the year, the good work that has been carried out and forward plan for the future. AM proposed that this year it is a closed meeting with the PPG committee in attendance Vote was taken and unanimously agreed. Proposed also that we could have a ‘Come and Meet PPG’ session later in the year.</p> <p>i) AOB RC proposed that ‘veteran patients’ cohort’ be invited to join PPG for a balance of opinion EF agreed to investigate. Action EF</p>	<p>CP</p> <p>EF</p>
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Next Meeting AGM – 25 June 2024 @6pm