

## GIFFORDS SURGERY

### PATIENT PARTICIPATION GROUP

**Date :** 1<sup>st</sup> August 2023 @ 6pm

**Location :** Giffords Surgery

**Present :** Andrew Maclaughan, (Chair), Chris Pickett (Secretary), Sheila Pickett, Sylvia Webb, Mike Bray, Claire Collins, Dr Abby Burgess, Jan Crabtree, Anne Sullivan, Dave Haslegrave, Ross Carlile(PN), Emma Fletcher (Surgery Managing Partner)

**Apologies :** Sarah Williams, Edward Oliver.

#### **DOCUMENTS ATTACHED:**

**Agenda , Surgery Update, Action Tracker, Surgery Survey, Attendance Sheet.**

1. Welcome by Chair (**AM**) to participants and to Surgery Partner Dr A Burgess
2. Circulation of minutes of meeting dated 20<sup>th</sup> June 2023 – matters arising to be discussed as part of this meeting.
3. Action Plan :  
Item 3.1 –(*Capacity /Access*) Tel charges for patients – **EF** stated that an enquiry has been made of both the Surgery number and POD - both of which are charged at local rate. Work is commencing on improvements to the call system (see attached notes).  
Item 3.2 (see below)  
Item 3.3 **EF** confirmed that **AM** would have access to Surgery under NAPP membership, without charge.
4. Surgery Update :  
(*Vaccination*) – **AB** stated that with regards to planned joint vaccine Flu/Pneumonia so far booked 500 to date - in attempt to pre-empt last year's confusion with Pharmacies undertaking vaccination – addition issue is when patients have a vaccination at a Pharmacy and the surgery is unaware – result, loss of unused vaccines = loss of money to Surgery.  
(*COVID*) None locally now undertaken by ICB  
(*Pharmacy/Lloyds*) **AB** stated that ownership changes were taking place but no up to date info as to its future. **AB** added that it was planned to

have a 'patient useable' blood pressure machine in the surgery to assist with time used by clinicians.

**5. Patient Com Survey:**

**AM** thanked working group for the survey - lengthy discussion to highlight parts of the questionnaire. Certain admin changes suggested i.e. PATCHES (in capitals), responses to be classified as "Poor to Good", cut-off date for period of the questionnaire – suggested two (2) weeks. Proposed start to be 2<sup>nd</sup> week of September – **CC action on minor changes.**

**AB /EF** proposed sending a computer/phone link to selection of 200 patients (must be Gifford registered) in all age groups as a start. **AB** stated that she did not want hard copies in the surgery at this time – responses preferred to be by email. **EF to speak to Adam @IT to seek advice.**

**AS** reiterated that the survey was evidence of how the surgery is perceived by patients that it should be a demographic of the surgery's patients listed.

**SW** concerned about over 65 year old's and some with no computer ability. **AB** if not able to access computer they can call in response by telephone – social media to be avoided.

**6. Any Other Business (AOB)**

**SW** can a leaflet be provided to explain the changes planned in new contact system – how the telephone service will work i.e. call back system - answerphone message – **RC** responded by saying that messages would be picked up and urgent situations attended to and acted on as priority.

**AS/JC** queried if we are focusing on any other areas of action (other than survey) between meetings? **EF** suggested starting on creating a "Friends of Giffords" – working group volunteers **SW, DH, JC, AS**. **EF** could help with survey and fund raising events through the year to fund capital projects.

**7. NEXT MEETING 3<sup>rd</sup> October @6pm Giffords.**

Meeting closed at 7.03pm