

Giffords Surgery
Patient Participation Group (PPG)
Meeting Notes
16th January 2024 at 6pm

Attendees: Andrew MacLachlan (Chair), Chris Pickett (Secretary), Sheila Pickett, Anne Sullivan, Sarah Williams, Mike Bray, Ros Carlisle, Emma Fletcher, Abby Burgess (Partner).

Apologies: Jan C, Clair C, Dave H.

1. Welcome by Chair (**AM**) to participants. Surgery representative Dr Abby Burgess.
2. Minutes circulated prior to meeting dated 7th November – accepted as an accurate record.
3. Matters arising – (**AM**) asked who had volunteered for Sub-Working Group to create 'Friends of GS' – notes on minutes 1st August 2023 item 6 – Sarah W, Dave H, Jan C, Anne S – Emma F to assist. (**EF**) stated that at a previous Surgery a charity was formed for the benefit of the patients – fund raising through 'garden club', 'coffee mornings' etc – money raised could help purchase items for the benefit of the patients attending the Surgery. (**AS**) asked on the frequency of meetings and what time would be needed to run the Charity. (**EF**) said it would be up to the Group to set up and run. Proposed Sub-Working Group to be set up at next meeting – plus WhatsApp
Other matters to be part of the meeting.
4. Action Log – (**EF**) agreed to continue to provide an action log in PDF form for next meeting. CCG was keen for PPG's to be set up by surgeries to help with communication between surgery and patient.
5. Surgery Updates – (**EF**) reported that later in 2024 the POD (Patient Ordering Direct) will cease – repeat prescriptions from Pharmacy will continue – E-Consult now launched – questionnaire form has been shortened to help completion - concentration to be on staffing (and training) to ensure smooth transition – (**AB**) additional help in surgery to be available for prescriptions, e-forms filling, day-callers to Reception – some concerns already identified with information on forms – 2 additional Triage Nurses now in house – forms have helped by identifying more complex cases which are referred directly to Dr's and dealt with on the day – a win for patients - Dr's now are learning to deal with the more complex case which they find which will build their confidence – now have less Dr's so changes are needed – (**RC**) E-consult does help patients as ICE (Ideas, Concerns, Expectations) are

high on the patients mind wanting to relate their concern – the form help the Clinician to review the information given and consultation (EF) available time for Surgery from 7am – 6.15pm daily – 2 x I.T Tablets to be available within the reception area to help with completion of the information forms.

So far since launch 3,766 cases with 190 directed away from Dr's – plus less sent to Pharmacy - top average 276 per day. Phone lines now have shown only 2 callers waiting with most calls being answered. All callers are cleared by the end of the day. Rush time more staff assist between 5-6pm dealt with through Triage or with reserved appointment on following day.

E-Consult has 112 templates of conditions. Blood pressure/BMI/Height and Weight machine now in the reception, due to be working soon.

Suggestion that a PPG article be in the MIN to highlight the success of the launch.

Continued with a general discussion.

6. PPG Communication – (EF) questionnaire to patients compiled by the Working Group has been distributed via internet links to 200 random patients – 20 by post – the demographics being a full cross section of male/female/age – replies due end of January onwards – continued within the reception – results due by next meeting (March). (SW) asked what can PPG members do to help ? (EF) replied to create a PPG area/notice board (1) speak with patients in the Surgery, help with e-forms and questionnaires to build information on progress. (2) to progress the Charity Status for Friends of GS – (3) help with Flu clinic's COVID and FLU clinics went well 2023/24 – a number of units had to be returned. (AS) open the ideas out to other members to see how others might like to help with PPG – check web site on how other groups run.
7. A.O.B – amend the 'Terms of Reference' re quorum from 8 to 6. Proposal that the numbers of attendees are sufficient for a quorum - any none attendance to be replaced to ensure a correct constituted meeting. Discussion on possible new member to the Group.

Next meeting – 5th March 2024.