

Giffords Surgery
Patient Participation Group (PPG)
Meeting Notes
20th June 2023 at 6pm

Attendees:

**Andrew Machlachlan/Jan Crabtree/Claire Collins/Anne Sullivan/
Sarah Williams-Martin/Sylvia Webb/Chris Pickett/Sheila Pickett/
Dr Garmston/Emma Fletcher (Notes)**
Apologies: David/Ed/Mike B/Ros Carlile

1. Welcome and introductions/apologies

EF welcomed all attendees.

It was confirmed that AM had put himself forward for consideration as Chair. EF will attend all future meetings and support where possible as will a GP partner on rotation. If EF unavailable then Sam Waugh, Operations Manager would attend.

Agreed that for future meetings EF would print meeting papers only if required.

2. Group business

- Election of Chair (and Secretary)

All attendees voted in favour of Andrew MacLachlan becoming the Chair.

EF handed over chairing the meeting to AM

- Agree adoption of Terms of Reference & Ground Rules

Discussed and agreed minor changes. PPG will remain at 12. **Action: EF**

- **Frequency of meetings**

Proposed quarterly but next meeting should be sooner as matters to discuss. Concerns we could lose momentum. Agreed to aim for bi-monthly until end of the year. We will see how things go and review if needed. Meetings will be an hour.

- **Working arrangements between face-to-face core group and virtual groups**

Discussed and agreed face to face for future meetings.

- **Quorum**

Agreed 8 will be quorum.

- **Annual review arrangements**

Agreed annual meeting would be appropriate to review past year and future plans. Review roles. AGM would be in June 24. **Action: EF**

3. Work Plan

- **Review ideas from first meeting**

EF gave a brief summary of matters discussed at the last meeting and that it was felt that as there was good local representation from PPG members it would be good to consider something involving our community.

EF updated attendees on this year's new contractual arrangements to look to improve capacity and access and that involving the PPG and obtaining patient feedback would be important to this.

EF also discussed the new Health and Wellbeing Team at Giffords and the work they do to support patients. It would be useful for this team to come and talk to the PPG and look at ways we can work together to promote the team to patients.

SW voiced concern regarding the cost of calling the practice. We confirmed the cost to call the practice is a local number. EF will clarify costs to the POD 0300 number. **Action: EF**

General discussion on ideas how to communicate with patients. PPG member sitting in the waiting room meeting patients, suggestion box, TV in waiting room. Discussed best days and time. Reaching patients in other ways. The practice has texting service and access to Survey Monkey. Letters to hard to reach. Agreed to have a working group to look into this. Anne, Claire, Sheila and Jan to meet to look at themes and access. Two weeks and will send update by email to the PPG group. **Action: AS/CC/SP/JC**

Discussed Park Run on 8th July. Giffords will have a stand. Discussed but agreed too soon to get anything together.

- **Prioritise into short, medium and long-term objectives**

EF updated attendees on thoughts for a longer term objective as mentioned in the initial first meeting.

A 'Friends of Giffords' Charity is something the practice would like to aim for. EF has worked in a practice previously that had a very successful Friends Charity linked to its PPG. They actively raised money through coffee mornings

an other events for equipment for the patients and had managed to purchase a vehicle which volunteers used to pick up patients to bring to appointments. Another member undertook fitness classes for elderly patients. They also had a gardening club. All agreed this sounded a good idea.

EF also suggested a longer term objective could be to have a youth PPG.

On a separate note EF highlighted the usefulness of NAPP membership and will propose that the practice consider meeting the cost this year for Andrew's membership £60 per year. **Action: EF**

4. News from the practice

- **Feedback on current issues from the practice**

EF provided attendees with an update paper and briefly summarised the points due to running out of time.

5. Any other business

Secretary Role - Andrew asked attendees if anyone would like to put themselves forward as secretary. Chris Pickett agreed to take on the role.

Next meeting – 18th July 23