GIFFORDS SURGERY

PATIENT PARTICIPATION GROUP

Date : 7th November 2023 @ 6pm   **Location :** Giffords Surgery

Present : Andrew MacLachlan, (Chair), Chris Pickett (Secretary), Sheila Pickett, Mike Bray, Claire Collins, , Jan Crabtree,
Surgery Representatives : Emma Fletcher (Managing Partner), Dr Eli Hartley .

Apologies : Ross Carlile.

DOCUMENTS ATTACHED:
Agenda , Surgery Update, Attendance Sheet.

1. Welcome by Chair (**AM**) to participants and to Surgery Representative, Dr Eli Hartley.
2. Circulation of minutes of meeting dated 1st August 2023 – minutes accepted as a accurate record – matters arising to be discussed as part of this meeting. Working party for Friends of G – five volunteers - to be brought forward to the next meeting in progress with **EF.**
3. Surgery Update :
   See attached notes. **EF** added a few comments relating to the success of in surgery, vaccination programme. Blood pressure machines on order - Elaborated on the proposed new contact facility via E-Consult which should start Dec 23/ Jan 24 – this will require an 'on-line' questionnaire – suggested that volunteers could help with non-computer patients to fill in the questionnaire, in the surgery – tel call will still require the questionnaire process – PPG members in Frome have assisted with this service. Tel contract due to end Oct 24 when a new system can be introduced with a 'call-back' facility.
4. Patient Com Survey:
   EF to action with minor changes to draft questionnaire. Proposed to do survey twice to make comparisons - with two month gap.

5. Any Other Business (AOB)
   MB commented that he had experienced a change in the way his 'check-up's' had been done recently. **EF** stated that annual check up to be on /near birthday. Melksham Hospt plan for re-use currently with local MP(M Donelan) and Trust (owners) – new care homes planned – **EF** agreed to set up a WhatsApp group for ease of communication i.e dates of meetings and any urgent information needing circulated.

6. **NEXT MEETING 16th January 24 @6pm Giffords.**
   Meeting closed at 7.03pm