



## FALKLAND HOUSE SURGERY

### PATIENT PARTICIPATION GROUP

#### Notes of the PPG Steering Meeting Tuesday 23<sup>rd</sup> January 2024 at Falkland House Surgery

Present: Jan Bergstrom (JB); Margaret Booth (MB); Rachel Cadman (RC); Meg Crook (MC); Nigel Dakin (ND); Pat Dale (PD); Hilary Dawson (HD); Jean Gater (JG); Nigel Gater (NG); Enid Hirst (EH); Peter Nightingale (PN); Mark Wheen (MW); Pearl Woodward (PW); Andrew Walton (AW); Carol Wymer (CW)

**For the Practice:** Zoey Hall (ZH)

**1. WELCOME (MB)**

MB welcomed all, including new members

**2. APOLOGIES (MB)**

Mandy Dakin, Mike Dyson

**3. INPUT FROM THE PRACTICE (ZH)**

- a) New telephone system being introduced in 6 weeks' time. This will be full fibre and will follow the same procedure for appointments as before, but with modifications; rather than being 'patient no 22 in the queue' and having to wait their turn, patients can request a 'call back' to save the patient hanging on, and advance them up the queue on the call back. There will also be a facility for priority calls for vulnerable patients. All phones in the practice will now be able to receive and make calls.  
There is also an App available if the system goes down. Patients will now be able to request on-line, consultations and prescription requests.
- b) New Staff – A new Physician Associate has been appointed who will be available Mondays and Tuesdays. There are also 2 new Receptionists in the front office.
- c) Electronic opening Front Door – No progress so far as difficulties arranging a suitable tradesperson. (ZH – ongoing).
- d) Handrail – Comments received regarding bins being left where the section of rail should be closed to enable an uninterrupted run for access by patients needing support. (ZH – to remind all staff and tradespersons/binmen).
- e) There are 'patient experience' forms at reception for patients to complete if they so wish which will be assessed by the practice on a regular basis. These are part of the national NHS Friends and Family scheme.

**4. MINUTES OF LAST MEETING (16/10/23) (MB)**

Minutes of last meeting approved (JB) and seconded (EH).

**5. MATTERS ARISING NOT COVERED IN THE MINUTES (MB)**

MB requested volunteers to assist in the development of a regular programme to change the content of the Waiting Room Notice Boards. It was felt that material could be developed to 'Point patients in the right direction' for services, which could assist them in faster and alternative access to facilities rather than waiting for an appointment at FHS. HD and PW have previously expressed an interest in working on this with MB, but time has not been found to start this work.

## 6. TREASURER'S REPORT (RC)

RC reported that after the addition of Christmas Quiz donations, the balance of funds stood at approximately £1,800.

She also described the system at Lloyds Bank as being somewhat 'clunky'. It was agreed that **RC** and **HD** investigate an online alternative to replace Lloyds as there were difficulties in physically accessing convenient Branches.

## 7. COMMUNICATION OFFICER'S REPORT (PW)

A written report had been circulated to members prior to the meeting.

Agreed that the newsletter should thank patients for choosing to take their flu vaccines at the surgery, as this contributes to the surgery budget. It was recognised that some content of the newsletter was, by the time of key distribution at flu jab sessions, a little outdated – **PW** to consider this for the future.

Agreed that the Waiting Room screen and noticeboard are a more flexible method of communication in addition to the newsletter.

**ZH** was requested to feedback 'a day in the life of a doctor' for a future edition of the newsletter.

## 8. UPDATES ON LINKS AND COMMUNICATIONS (MB)

**PVPCN** - MB revisited the subject. A Zoom Meeting had been cancelled at the last moment, despite there being sufficient interest shown by various Practice patients. After discussion it was agreed that **MB** would pursue this further to see if a face-to-face cross-surgery patient meeting could be arranged. If not, then further discussion to take place by the PPG.

**National PPG (JB)** – reported that he had discovered a comprehensive document from another PPG which could be of interest to ours. As the content of this was rather complicated to report back at this stage, **JB** to report back at the next scheduled meeting.

**Medicines for Gambia (ZH/PW)** – Surgery involved with this. Agreed that a large Poster be produced (**PW**) for the noticeboard. **ZH** has a list of items which can be donated. Thus far this scheme has been well supported by our patients. This also could be promoted through the newsletter.

## 9. CHRISTMAS QUIZ OUTCOMES AND DISTRIBUTION OF FUNDS (EH)

**EH** as project leader thanked the sub-committee for their organisation as well as all members for their sales efforts in support of the Christmas Quiz, which up to date had raised £1,159.19 net. This was better than last year, despite adverse weather conditions and people's financial constraints. **Once more this project has been a major success.** It was agreed that £400 each to go to the **S2 Foodbank** and the **Archer Project**, with the remainder going into the PPG funds for further surgery projects. Members purchasing quizzes and sending them out instead of Christmas cards had raised significant amounts with some recipients donating in return. It was also mentioned that future bodies could be supported, one of which could be the **Dementia Café at Bents Green**, which we had donated to before. **NG** to follow this up.

**New ways of paying for 2024** was raised. It was agreed that the PPG Bank account details should be printed on the next Christmas Quiz.

**New ideas needed for raising funds was also mentioned. Engagement of little grey cells requested from all members.**

## 10. GARDEN PROJECT AND OUTDOOR WORKS UPDATE (JG AND GARDEN SUB-GROUP)

Written Report circulated to all members prior to meeting.

It was agreed that this was **another PPG project which has proven to be a major success**. The Doctors have been most appreciative of the work put in by the sub-committee. **JG, as project leader**, thanked all for their sterling efforts, especially JB and ND for work on the patio and wall building project in the back garden. Minor safety work on the wall remains, after which re-positioning of the plants can be carried out.

Apart from seasonal replanting and general maintenance major expenditure has now been completed. **MB** agreed a further £100 be allocated to the project for 2024, with additional monies reviewed as and when required. The PPG thanked the surgery for their additional financial support. Side garden – due to its steep nature, maintenance only will be carried out.

**Steps to the back garden.** **ND** proposed alterations to steps. **ZH** reported that alteration costs are too expensive for the surgery to contemplate and raised concerns that this would affect Surgery building insurance. Following discussion, it was agreed that **JB** and **ND** investigate building regulations as they think it possible to carry out the necessary alterations. It was agreed that they feedback at the next PPG meeting.

## 11. No 6 BUS ISSUE (MB/HD)

- a) Response to PPG letter – written report included in Agenda. Only response was from Councillor Barbara Masters who had expressed interest and had been invited to the PPG meeting.
- b) Agreed that **MB** and **HD** write back to those recipients who did not respond and correspond with Barbara Masters, thanking her and requesting she try to influence the others to respond.

## 12. ACCESS FOR PATIENTS TO GP SERVICES (MB/ZH)

Agreed that this be carried forward as a **major item for discussion at the next meeting**. A suggestion that a Patient Handbook be produced, outlining access services for patients was made. **ZH** said these would change too rapidly for it to be viable as a printed version. It was recommended that selected items might be included in the Newsletter.

Suggested that patients could be invited to sign up online for a copy of the PPG newsletter. **ZH** to discuss with the Doctors at the next Management Meeting, with feedback to **MB/PW**.

## 13. PROPOSED NEXT MEETING AGENDA ITEMS (MB)

The group to review the aims and purposes of the PPG, with suggestions as to how we go forward in the future. In addition, an opportunity for individuals to reflect on their skills, knowledge and areas of interest in relation to their PPG involvement. **MB** to circulate information re existing aims prior to the meeting.

## 14.AOB

**JB** reported that there is a system in Sweden whereby they have volunteer SMS responders to help in cases of heart attacks. Currently there are 133,000 volunteers. He will investigate and feedback at the next meeting.

## 15. DATES, TIMES AND PLACE OF NEXT MEETINGS – ALL TO BE HELD AT FALKLAND HOUSE SURGERY

Wednesday 24 <sup>th</sup> April	5 pm to 7 pm
Thursday 13 <sup>th</sup> June	6 pm to 8 pm (Including the AGM)
Monday 16 <sup>th</sup> September	6 pm to 8 pm
Tuesday 19 <sup>th</sup> November	6 pm to 8 pm