



## FALKLAND HOUSE SURGERY

### PATIENT PARTICIPATION GROUP

#### Minutes of the PPG Steering Group Monday 16<sup>th</sup> September 2024 at Falkland House Surgery

Present: Jan Bergstrom (JB); Margaret Booth (MB); Rachel Cadman (RC); Mandy Dakin (MD2); Nigel Dakin (ND); Hilary Dawson (HD); Mike Dyson (MD1); Jean Gater (JG); Nigel Gater (NG); Enid Hirst (EH); Pearl Woodward (PW)  
For the Practice: Zoey Hall (ZH)

#### 1. WELCOME (MB)

**MB** welcomed all and introduced **Andrew Sale, Joint Chair of Greystones PPG** who had come along to observe our proceedings.

#### 2. APOLOGIES (MB)

Meg Crook (MC); Pat Dale (PD); Peter Nightingale (PN); Andrew Walton (AW); Mark When (MW); Carol Wymer (CW).

**Peter Nightingale** is reluctantly having to resign from active membership through ill health and we would like to thank him for his enthusiastic participation in group activities throughout his years of membership. We wish him well. He will be sorely missed.

Andrew Walton and Carol Wymer will become virtual members as from this date. Andrew, when personal circumstances improve, may return as an active member.

Carol Andrew, might be joining as a new virtual member.

**A new up to date membership list will be produced by MB.**

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

**Dr Cossham** briefly joined the meeting before Zoey arrived and reported:

New registrar – **Dr Mohammed Youssef** has been allocated to join the Practice for a period of twelve months. **RC** questioned whether a female Dr could be requested. It was explained that whereas the Practice always makes such a request, (as they are aware that the Practice has two male Doctors), but do not have the final say as to whom they will be allocated.

From time to time the Practice has 4<sup>th</sup>/5<sup>th</sup> year student Doctors join for a short period. Patients are asked if they have objections to the students sitting in with the Practice Doctor at their appointment, and if students made contact by telephone to request further information they should also be asked if they object. It was emphasised that the patient always has the right to refuse.

**ZH** joined the meeting and Dr Cossham departed

**New Telephone System** - should be introduced from 17/09/24. This will have a call-back facility and should be easy to access through the Cloud.

**Flu and Covid vaccination programme** – this is scheduled during the period 5<sup>th</sup> to the end of October. Both vaccines will be offered at the same session. There are some 220 practice patients eligible and it has been arranged that the PPG will help on a series of dates to assist patients in and out of the surgery as usual. It was also suggested and agreed that **PW** distribute copies of the Newsletter and point patients in the direction of the Patient Survey Questionnaires in the waiting room (referred to later) to complete either on site or at home for return to the Practice by the cut-off date.

PPG enquiry was made about Respiratory Syncytial Virus (**RSV**). **ZH** confirmed eligible patients were being invited to receive the RSV as a one-time vaccination and **PW** has included the information in the **Autumn Newsletter**.

**Waiting Room Infection Control** – on 19<sup>th</sup> October a new floor is being installed throughout the Waiting Room and Reception Areas. New blinds will be fitted to replace those already in situ. It was confirmed that toys are still not permitted.

**4. APPROVAL OF THE MINUTES OF THE LAST MEETING – 13<sup>TH</sup> June 2024**

The Minutes were approved by **EH** and seconded by **HD**.

The matter of the imbalance in PPG finances was resolved by the re-issuing of a replacement cheque to NG.

**5. MATTERS ARISING NOT ADDRESSED ON THE MAIN AGENDA (MB)**

None were raised.

**6. TREASURERS REPORT (RC)**

**RC** circulated the **Financial Statement** prior to the meeting. Since the set-up in 2016 the figures are: Income £6,148.83; Expenditure £5,176.90, with a **working capital of £971.93** as at this date.

**7. COMMUNICATION OFFICERS REPORT (PW)**

**PW** circulated her report outlining her activities since the last meeting. At the meeting she further

explained her role as CO and volunteered to carry out the **printing of the upcoming Christmas Quiz, gratefully acknowledged by EH.**

**8. PROGRESS WITH MAIN PPG ACTIVITIES FOR 2024/25 YEAR. (MB)**

**Patient Guides (MB. PW.)** The aim is to produce 3 guides to be completed between now and the next AGM, May 2025. **PW has compiled all the information on various Medical Care Services for Patient Guide 1. The content has been approved by the Doctors and the format/design is to be decided before printing.** As **AW** has now stepped down as an active member, there will be a **delay whilst an alternative source can be found for printing and costings.** **MB** asked if any member/s could recommend suitable alternative printers. **JG** mentioned an App called **CANVA** which, for an annual fee, provides a large range of design ideas, understands it is easy to use and gives a professional, eye-catching presentation.

**JG will investigate costings from 'Starprint', a local firm, for both printing of the Guide and a Banner and will report back to MB and ZH for further consideration. PW is now working on the content of the second booklet** which concentrates on possible appointment options which might be offered when patients contact the surgery. As well as printed copies the booklet(s) will be circulated online and content available on the website. **ZH** reported that 20% of FHS patients are not online.

**Evaluation Project and Practice Inspection (MB)**

**MB** outlined the procedures for the forthcoming project:

In surgery interviews with patients attending appointments will take place between Mon 30/09 and Fri 25/10. The surgeries chosen have been planned on Mondays, Tuesdays and Wednesdays, the busiest days of the surgery week.

The chosen 12 sessions will take place within this period and the aim is to complete 10 interview sheets per session. The interviewer may leave if the target is reached prior to the end of the allocated session. Completed forms will be placed in a box provided within the surgery. Name badges for the interviewers will be kept by the reception staff, and should be picked up and returned

to them. This should result in 120 completed forms which will be an acceptable amount considering less patients now attend appointments at the Surgery than previously.

**ZH** will send the Survey Questionnaire to all patients who have had contact with the Surgery in within the past six months.

Once the survey is over **MB will collate and interpret the results**. Concern was expressed by **RC and EH** as to the workload involved. **MB** confirmed her interest and willingness to do this.

#### **Links with Practice Team. (MB).**

It was decided to **postpone** this activity to a more realistic time, possibly May of 2025.

#### **Christmas Quiz 2024 (EH).**

Carole Wymer is no longer a member of the sub-team. Meg Crook (**MC**) has registered her interest. Mandy Dakin (**MD**) and Nigel (**ND**) volunteered to take over the tasks previously undertaken by **MB**. Additional locations for collection boxes will be sourced. **EH** will contact other members of the committee to recruit further volunteers. She will set up a sub-group meeting in October.

#### **PPG Organisation and Management. (MB)**

Should the existing model remain or be changed? **MB** suggested splitting into small groups to discuss. As there were fewer members present, it was decided that that one group would suffice.

A full discussion followed and suggestions included:

Co-Chairs who could make collective decisions

Rotate Chairpersons

A Co-Ordinator who would liaise with Project or Topic Leaders of sub-groups and report to meetings

Creating a back-up mechanism by which someone has sufficient information to take over the role of the person conducting a particular project who may not be able to continue

NG suggested that projects should be mainly surgery led, as well as ideas coming from the PPG to be approved by the Practice

Possible complications were identified:

Signatures/Signatories for finance purposes

Too many projects being referred by Leaders directly to the Practice Manager

This discussion will be continued at the next meeting.

## **9. BRIEF REPORTS ON OTHER ACTIVITIES**

#### **The Garden Project. (JG)**

Huge thanks were expressed to **JB, MD, ND, HD, NG & PW** for their efforts in cutting back, weeding, scraping out, repainting troughs and the Surgery sign, pruning of the magnolia carried out at the last gardening session. **JG & PW** will meet this coming Thursday to discuss replanting of the front troughs and back garden pots and garden. Funding has been allocated for seasonal purchases. Another session will be arranged before the dormancy of winter!

#### **S2 Foodbank support. (MB)**

Support for this has been slow despite the personal efforts of **HD & EH**. Overall donations to the S2 Foodbank have gone down by approx. 80% because of the national financial situation. It is intended to try to increase donations for Christmas and produce a banner to support this. **PW** volunteered to include the Foodbank on Friends of Sheffield S11 website. It was reported that some foods donated in the surgery box had been taken; it may therefore be necessary to re-site the box.

#### **PVPCN Developments (MB)**

The on-line event finally took place on 18/07/24, **Dr Linsky** gave an excellent presentation on the benefits of PPG to Falkland House. **HD and EH** attended. Feedback was promised but as of this date none has transpired. The Chair of the Hollies Patient Forum is chasing this up. Greystones Surgery is intending to set up their own PPG. The Hollies are intending to carry out a national survey to cover a massive 10,000 patients.

### **National PPG update (JB)**

**A written report was compiled by JB.** This reported that many surgeries are starting to use software for triage, where the patient makes the first step in the triage process. The Doctors then go through this and take the appropriate actions to move the case further. **ZH** commented that as the surgery has trained their own receptionists in this procedure then there is no need to introduce this into the Practice.

NAPP increased the annual membership fee from £40 to £60 on 01/04/24 and then from £60 to £80 on 01/05/24. This action from NAPP has not increased any more services, and many think that this does not represent value for money.

### **10. AOB.**

**MD** reported that he is having to chase up Mark Wheen to complete the security forms.

**RC** wished it recorded in the Minutes the appreciation of how much work **MB** does for the PPG.

**MB** reported that The Hollies PPG wish to **produce a new leaflet for new members of the surgery**

**staff** – this we could learn from and should follow up.

### **11. DATE, TIME AND PLACE OF NEXT MEETING.**

Tuesday 19<sup>th</sup> November 6 – 8 Falkland House Surgery.

***Nigel Gater 20/11/24***