

Minutes of Patient Participation Group meeting

Glebe House Surgery 6 August 2024

Attendees: SN, JG, EM, NT and Teresa Sanderson

- 1. Apologies** – JR resigned, MB, LO, KF, PH and NB
- 2. Brief introductions** were made as there was a new member attending the group for the first time. NT has moved here from Northumberland and works in health and safety.
- 3. Minutes of last meeting** – these had been read and approved by the group. A copy of these minutes will be displayed on the noticeboard in the main waiting area. They will also be posted on the surgery's website.
- 4. Matters arising:**
 - **Posters** – Teresa had stopped posting any further posters as the PPG had reached capacity (10 members). Newer members had come from registration forms and will continue.
 - **Green Issues** – SN had attended a recent Green Team meeting at the surgery and asked how the group had been formed. Teresa explained it was open to all staff and those that represented the surgery attended in their lunch time, so no appointment times were missed. A discussion took place as to whether the large downstairs waiting room could be made 'greener' with indoor plants but eventually it was agreed the space was better as it was.
- 5. Practice news/update** – our current two registrars have completed their rotas with us. Two new ones will be starting and once their induction is done then they will be seeing patients. The new nurse will shortly be seeing patients and she is a diabetic specialist.
- 6. AOB:**
 - **Work to Rule** – this was raised following concerns that service may be affected here at the surgery. Discussions are ongoing and any significant changes to services here would be notified

to patients as effectively as possible. Services that may be affected are those that should be completed in secondary care. An example of this is sicknotes following surgery should be completed by surgical team.

- **Referral process** – concern was raised by lack of available appointments. Teresa said she would find out and add to minutes (and the next newsletter). The referral process (termed choose and book system) feeds into a central hub so appointments are allocated according to severity. When discussing a possible referral with your GP it is important to stress if you are willing to travel for an appointment. This may give you a better option for a 'quicker' appointment. However, all waiting times are currently long. Once treatment has started at a hospital you cannot transfer to a different one under the same referral. You can check waiting times on the website: www.myplannedcare.nhs.uk
- **Friends and family** – the question was raised as to what happens to these responses. These are completed anonymously so each respondent will not get a reply. The figures for the last quarter were taken to the meeting. It showed a breakdown as follows 81% were very good, 11% good, 3% neither good nor poor, 3% poor and 2% very poor. Teresa explained that these are looked at by the clinicians regularly, especially those that fall into poor/very poor. They are checked for any trends or learning issues.
- **CQC report** – the latest one can be found on the website. The surgery was rated Good. (Ratings can be inadequate, requires improvement, good and outstanding).
- **Online requests** – raised as an alternative to the 8am phone call. This is a service that can deal with non-urgent admin queries or medical requests. It is monitored daily by the reception team and the information will be passed to the relevant clinician or service. It should not be used for urgent matters when we would recommend calling the surgery at 8am or in an emergency dial 999.

7. **Date for next meeting** – 5 November 2024 at 10.30am