

**Minutes of Patient Participation Group (PPG) meeting
Glebe House Surgery 7 November 2023**

Attendees: SN, ES, PH and Teresa Sanderson (GHS)

1. Apologies – SF, JR, MB and NB

2. A brief introduction was made to welcome the newest member of the group. ES works for the NHS and has recently moved here from Orkney. She has joined the group as she would like to be involved in local issues.

3. **Minutes of last meeting** – these had been read and approved by the group. It was agreed that there was no need to print and sign them. They could be held electronically by the practice.

4. Matters arising:

- **Communication** – this is still an area that needs to be improved upon. It was felt that the surgery could use Facebook and the Website more to highlight issues. If communication issues are improved, it would improve the patient experience and hopefully lead to improved survey results in the future.
- **Posters** - some have now been put up around Bedale to encourage more patients to join the PPG. Further locations were discussed – St Gregory's Church, local parish councils, library, dentist, Bedale Hall. We would very much like patients to join who are in the younger age groups so that the group becomes more reflective of the patient demographic.
Action – Teresa to contact various groups and see if posters can be put up in extra locations.
- **Noticeboard** – there will be a noticeboard in the main waiting area which will be used for the PPG. There has been a slight delay in ordering this but should be resolved soon. The aims of the PPG and latest minutes will be displayed there in the first place.

5. Practice news/update:

- **Staff** – we have a new GP, Dr Louise Allen and a new practise nurse, Claire Longstaff. Dr Robert Webster will be back in the new year. This should make booking appointments easier. There are now bookable telephone and face to face appointments that can be made in advance as well as some that are released each morning.
Action: Teresa will try and find out how many of each are made per week/session before the next meeting.
- **Email address** – a dedicated email address has been set up for the PPG. It can be used by anyone wishing to comment on the surgery in terms of patient care. It is not to be used for complaints as there is already a process and protocol in place for those.
Action: Teresa to circulate this information so that it is used by those patients that are unable to attend the PPG.

- **Green Impact for Health** – the NHS has committed to reach net zero carbon emissions by 2045 and in doing so improve health, now and for future generations. Glebe House Surgery has signed up to be involved in greener issues. A group has been set up with staff from all sectors to discuss and improve the green credentials of the surgery. It would like someone from the PPG to volunteer to attend meetings and be involved with the group. ES would like to be involved and has experience of the NHS and green issue having lived in Orkney. However, she is likely to struggle to attend meetings but would like to be involved remotely. There may be another volunteer once the date of the next green meeting has been shared.

Action – Teresa to send details of the next green meeting to all PPG members. If anyone wishes to volunteer, then they can let Teresa know.

6. **Newsletter** – everyone agreed that this is a good idea. It could be used to promote what is happening in the surgery, future events, awareness weeks, what the PPG is doing and what staff are doing. The format needs to be multiple – electronic, printed, website.

Action – Teresa will prepare a draft one for the PPG in December so that the idea can be developed at the next meeting. Everyone to develop the idea/format.

7. **GP Survey** – this was looked at during this meeting and can be looked at using the web address <https://gp-patient.co.uk>. Most of the results were favourable with Glebe House scoring slightly above the national average. Results showed making an appointment scored lower than average. It was also noted that response rates seemed low so perhaps the surgery could promote the survey in house.

8. **AOB** – there was nothing further to be discussed at this meeting.

9. **Date for next meeting** will be Tuesday 6 February at 5.30pm at Glebe House Surgery.