

Patient Participation Group Meeting

Glebe House Surgery 8 August 2023

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

Apologies: SF

1. Welcome and introduction:

Teresa welcomed everyone to the meeting which is the first of this group post Covid. Everyone had the opportunity to say a little about themselves and their involvement: Sharon – had been on the patient support group beforehand and attended regular meetings. Issues previously included the car park and GP surveys (both handing out in person and helping to collate the data at the end), believes younger people need to be involved at some level.

Pete - like Sharon was involved pre-Covid in the old building and was very involved in attending the meetings. He now works part-time but still wants to be involved.

Judith – recently moved here from Shropshire to be closer to family. She was involved in the hospital trust patient group and would like to be involved here.

Teresa – is the care co-ordinator at the surgery and has worked at the surgery since 2018 when she started as a receptionist. She has been asked to 'host' these meetings and will feed back to the practice manager and partners.

2. Aims and objectives:

This was used as a set-up of the group. Teresa circulated a draft terms of reference for the group which stated its aims and objectives. It was reviewed and largely accepted. It was agreed that the group is not yet a true representation of the practice, so some effort needs to go into recruiting further members. Meetings will be held on a face to face meeting every quarter with any pressing matters discussed via a virtual meeting if this was ever needed. See attached.

3. Update from the GP practice:

Teresa mentioned changes to staffing that have happened recently or are about to happen:

Replacement GPs – Dr Janine Atha and Dr Robert Webster have already started. Dr Jennie Ansell will be starting soon. We also have two new registrars who have started and two student doctors will be joining us soon. All these new staff members will enable more appointments to be created and hopefully reduce waiting times.

4. Suggestions and comments from PPG patient members:

Communication is key. This needs to be within in the surgery and within the wider community. It also needs to be across social media, the practice website and printed material. Updates on the vaccination programme would be welcome. The vaccination message on the telephone is not the most helpful to patients.

Action – Teresa to check if posters can be displayed in other locations in Bedale in the first place (Dales Centre, church noticeboards for example). Teresa to see if we can produce a useful autumn vaccination programmed poster to be displayed at the surgery.

Dedicated noticeboard –material pertaining to this group could be displayed.

Action – Teresa to see if we can have a new noticeboard for this purpose.

Newsletter – a quarterly newsletter could be distributed where necessary and provide useful information about the practice, staff and this group.

Action: to be discussed more fully at the next meeting.

Ability to contribute to the group without attending the meetings – it was suggested that there may be patients who have suggestions for the practice but do not have the time to attend the meetings. Would it be possible for patients to email their suggestions to a specific email which could then be used by the group at a future meeting?

Action: Teresa to check if this is possible and happy for comments to be sent to her.

5. AOB:

Judith wanted to compliment the surgery. She was impressed with the service she has received so far. - Teresa to add to system

Review recent GP survey – Teresa to arrange for a laptop to be available to show the results at the next meeting. Response rate appeared to be low. Timing of these surveys was questioned. – perhaps there is a better way to use a survey?

Action: how best to survey patients to be discussed at a future meeting.

6. Date for next meeting –Tuesday 7 November 10.30am