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Billesdon Surgery

Patient Participation Group (PPG)
Tuesday 15th November 2022 -1pm – 2pm at Billesdon Surgery

Minutes

Present: Dr Wardle (GP Partner), Julie Smith (Practice Manager), Becky Farmer (HR & Data Administrator), PPG Members: John Dyson, Susan Hart, Allan Lee, Ian Hill, Margaret Hughes, Michael Bailey, Bridget Lawden, Anthony Head

Apologies: PPG Members: Balvir Bhamra, Janette Stocks, Jean Astill, Ann Markee

Minutes of Meeting

1. Discussed minutes from previous meeting on 27th April 2022
2. MH would like to distribute information through the Keyham Newsletter
3. Discussed the transition to SystemOne and the benefits this has had for the Surgery and patients
4. Query with Online GP appointments not always being available – explained these become available weekly
5. JS discussed improvement in staff levels and 7 new staff members to the team
6. Communication on website re 'how to make an appointment' – JS confirmed information is already on there, however will review to see if more can be added
7. SH requested that GP working days are added to the website
8. Bushby Surgery Hours – JS confirmed opening hours and advised a receptionist should be there again from early 2023 once new staff are trained – explained staff are sometimes moved to Billesdon so they are not lone working
9. Influx of patient's returning from Spectrum Health
10. Advised that Dispensary are now back to their normal working hours as full staffed
11. MH kindly offered to be the PPG secretary
12. JD suggested a rota for chairperson and kindly offered to be chairperson at the next meeting

13. JS advised that she had been speaking with Jan Geary who runs the SMLG PPG and asked if any members would like to attend one of their meetings on 05/01 at 1.00pm to see how that runs – MH offered to attend – JS to confirm venue

Any Other Business

1. JS explained the ICB and asked if anyone would be interested in attending a meeting?
2. Members asked if there could be the possibility of video consultations with a GP – JS advised this was difficult due to the signal in Billesdon
3. Members asked if patients could email GP's – JS advised that they couldn't currently due to low staffing numbers, however there could be an option in the future at looking at a patient interactive system called AskMy GP or Engage Consult.
4. JS advised that Flu Clinic's had gone well with a high attendance
5. Blood results query – JS advised that patients would not be contacted by the GP if their Blood Results are normal – JS will ask HCA's to inform patient of this at the end of their blood appt

Next Meeting: Spring 2023