

Minutes of PPG Meeting 2pm 9th December 2023

Attendees :- Sue Tribe, Suzanna van Schaick, Tony, Shelagh Clarke, Miles Hamilton, Alan Diamond, Derek Huett, Dr Irfan Malik, Justyna Pawlaczyk

- We discussed our lack of progress with our PCN.

Irfan said that the surgery itself had little communication with the PCN.

- Suzanna suggested the surgery might contact Health Watch and Sue said she would contact our MP Nadia Whittome, and suggested we all individually could do the same.

Sue would draft an email and, after Suzanna had checked it, send it to Nadia Whittome.

In addition, can we find out how individual surgeries share the PCN benefits / finance?

- We know some surgeries do not encourage the concept of PPG's and know of two who are actively against them. We wondered if and how we might help in those situations?

With regard to our own surgery, a number of members recounted instances when they or their friends had experienced excellent service from our Reception staff.

We agreed that message should be relayed back to the front line staff.

One concern raised was with regard to the elderly within our surgery. We agreed that our surgery should make every effort to help those for whom modern systems can prove a struggle.

- Another member quizzed the group about how PCN's work and, if dissatisfied with ours, could we leave it?

The answer was "Yes we could". However we do get benefits from our PCN and in the future we need to get closer to our PCN to understand if and where we might be "missing out".

We all agreed that our major objective in 2024 was to improve our relationship with our PCN.

- We discussed the move from 2 full-time receptionists to 4 part-time. Being a receptionist can be stressful. Every year a small number of patients are removed from the practice for swearing.

Hopefully that burden can be shared by four without any loss in the quality of service delivered.

- Finally we wondered how else we could help our Practice? We are involved with the annual flu jab. Nothing immediately came to mind.

- Our next meeting will be on Monday 5th February at 6.30 pm