



## Sunnyside Surgery Patient Participation Group (PPG) Meeting Minutes

**Date-** Monday 8<sup>th</sup> August 2022

**Time-** 6pm

**Attendees-** Lin Rees – Practice Manager  
Sophie Rees – Management Support  
SW – Patient Representative  
CR - Patient Representative  
GR- Patient Representative  
EW- Patient Representative  
RL - Patient Representative  
TS – Patient Representative  
HLB – Patient Representative

**Apologies-** -

Agenda Item	Notes
1	Welcome and Introductions  Members of the group introduced themselves and welcomed those attending for the first time.
2	Minutes of previous meeting and actions  LR gave a summary of the purpose of the PPG for the new members.  It was confirmed that the information consent form had been circulated and could be submitted electronically.  LR is working on getting the screens in reception working and this will be completed shortly. The PPG may advise on what content to include on the screens.  <b>DECISION</b> Minutes agreed
3	Agreement of Ground Rules and Terms of Reference

	<p>LR had reviewed toolkits for PPGs online and has taken the proposed terms of reference and ground rules from the guidance available.</p> <p>It was proposed and agreed that the fourth bullet point in the Ground Rules, “Membership of the group does not confer any priority claims on the practice nor any right to preferential treatment”, should be removed from the ground rules document, but left in the terms of reference, as it did not relate directly to the conduct of the meetings.</p> <p>RL read out the ground rules, and each point (except point 4 as above) were agreed.</p> <p>The ground rules will be reviewed annually, or if a member raises an issue.</p> <p>It was agreed that a child (under 16 with parent/guardian consent) could be a member of the group if they requested.</p> <p>In response to a question about the “virtual PPG” (under “Meetings and feedback”), LR explained that a member had tried to join using Microsoft Teams, but there have been problems. It may be possible to do hybrid meetings with Zoom.</p> <p>In response to a question about “Providing volunteers to help with specific practice activities”, LR confirmed that this was unlikely to be used much; however, there may be opportunities when the flu and Covid vaccination clinics started up in the autumn.</p> <p><b>DECISION</b> Terms of reference agreed</p> <p>Ground rules agreed subject to deletion of the fourth bullet point (“Membership of the group does not confer any priority claims on the practice nor any right to preferential treatment”)</p>
4	<p>Patient Communication Improvements – focus points</p> <p>At the last meeting, three areas for the group to support were proposed:</p> <ol style="list-style-type: none"> <li>1. Patient Communication</li> <li>2. How to promote IAGP hours (Improved Access to General Practice)</li> <li>3. How patients book appointments – giving a patients a choice between telephone and face to face appointments</li> </ol> <p>LR explained that the surgery mainly uses Facebook and text to communicate with patients, but email less so. Patients tend not to go to the website unless they need something specific, not for general updates.</p> <p>The websites of Rosmellyn and Atlantic have similar style websites; Sunnyside’s is slightly different as it is mobile friendly. All use the My Surgery website template. Some members reported difficulty using the site; and it was found that some information – such as being able to re-order a prescription and reference to surgeries at Sainsburys– should no longer be on the site as these services are no longer available.</p> <p>Repeat prescriptions can be obtained via email or the NHS app.</p>

	<p>It was agreed some tidying up of the website was needed, and members would review it from the patient's perspective and feedback to LR.</p> <p>There was some discussion of allocation of GPs and making appointments, and it was confirmed:</p> <ul style="list-style-type: none"> <li>• If a patient asks to see their own GP that would be booked in; otherwise, patients are allocated the next available GP</li> <li>• Not all patients are allocated a GP though they must be formally registered with a GP partner. In the future, the practice will move to a pooled list where patients register with the practice.</li> <li>• Some appointments can be booked online via E-consult on the webpage, though it can be a bit long winded. From October (provisionally), a percentage of appointments will be bookable via the NHS app.</li> <li>• One appointment should be made for one problem</li> </ul> <p>The group welcomed the GP Patient Survey 2022 results, which put Sunnyside fourth in Cornwall for access to a GP.</p> <p><b>ACTIONS</b></p> <p>LR will share the results of a survey by the Primary Care Network (PCN) on access to out of hours appointments with the group when available. (LR)</p> <p>Communications to new patients will be updated to inform them of the PPG (LR)</p> <p>Members of the group will meet before the next formal meeting to agree next steps (SW to circulate dates)</p> <p>Once the group is up and running, members will explore meeting with the PPGs of Rosmellyn and Atlantic to learn from their experience of running a PPG.</p>
5	<p>AOB</p> <p>An email address for PPG emails will be set up (LR to explore if it is possible to use an NHS.net address)</p>
6	<p>Arrange Date of Next Meeting</p> <p>It was agreed that the group would need more than four meetings in first year. Every 6 weeks was agreed.</p> <p>The next meeting will be held on <b>Monday 19 September at 6pm</b></p>
7	<p>Closure of Meeting at 7.00 pm</p>