



Sunnyside Surgery Patient Participation Group (PPG) Meeting Minutes

Date- Monday 17th Oct 2022

Time- 6pm

Attendees- Lin Rees – Practice Manager
 SW – Patient Representative
 CR - Patient Representative
 GR- Patient Representative
 RL - Patient Representative
 TS – Patient Representative

Apologies- EW and SR

Agenda Item	Notes
1	Sue Ward welcomed everyone to the meeting.
2	<p>Minutes of previous meeting were accepted as an accurate record.</p> <p>Action point to be carried forward: 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>
3	<p>Reflections from recent vaccination clinics:</p> <p>The flow of patients at the first clinic was rather slow. Higher rate of flow at the second clinic was well controlled, with very few patients waiting longer than a few minutes – sometimes due to them arriving early for their allotted appointment time. (The checking in of patients for vaccination could be speeded up if it were possible to open a second reception point.)</p> <p>The queuing system used for first clinic was easier to manage than the second, when there were twice as many queues. In future, if possible revert to system 1, also add a chair for each queue, as this was frequently appreciated by patients unable to stand for long periods.</p> <p>Feedback from PPG volunteers – very positive experience, enabling insight into the workings of the practice and contact with clinical staff and patients.</p>

	<p>Feedback from Clinical Staff – appreciated the support of the PPG volunteers.</p> <p>Actions : LR to investigate accessing a second reception screen for clinic on 13th November. (Rosmellyn?) LR will also check if it is possible to include the DAY as well as date on appointment notifications. Unfortunately this is not a function within accurx currently.</p>
4	<p>Update from LR</p> <p>Website: new format should be launched very shortly. LR will send a notification to the PPG members so that they can take a look and give feedback. Content has not yet been changed / updated. SW indicated willingness on the part of the PPG to assist with updating / maintenance programme going forward.</p> <p>In- Surgery slides: LR showed a series of 19 slides proposed for use on screens in the waiting area of the surgery. Power Point of these slides to be circulated to PPG members along with the minutes of this meeting so that they can review more fully and give feedback.</p> <p>Next Flu/Covid vaccination clinic: date confirmed as Sunday 13th November, a full day starting at 9 am. All PPG members present indicated availability to support on that date. LR explained that as this coincides with Remembrance Sunday, a break will be organised to allow people to observe the silence at 11:00am. LR informed the PPG that over 100 vaccinations will take place at patients’ homes.</p> <p>Practice News: New GP, Lauren Pearce has joined the team, and she will be available for 6 sessions per week. Tamsin Bell Will be joining in January and will be available for 6 sessions per week. The paramedic has left the team, moved to Morrab, but home visits continue, carried out by GPs. LR told the meeting that Sunnyside has responsibility for one care home – Ponsandane.</p> <p>Social prescribing: LR will send SW contact details for the person responsible for Social Prescribing to arrange to share information about Penzance u3a which offers a range of activities for retired / semi-retired people.</p>
5	<p>AOB None</p>
6	<p>Date of Next Meeting</p> <p>The next meeting will be held on Monday 9th January 2023 at 6pm</p>
7	<p>Meeting closed at 6:58pm</p>