



Sunnyside Surgery Patient Participation Group (PPG) Meeting Minutes

Date- Monday 27 March 2023

Time- 6pm

Attendees- Lin Rees – Practice Manager
 Sue Ward – Patient Representative
 Christine Roberts - Patient Representative
 Geoff Roberts - Patient Representative
 Roger L - Patient Representative
 Trudi Silverton – Patient Representative
 Emma Williamson – Patient Representative
 Sophie Rees – Management Support

Apologies- None

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><i>Actions:</i></p> <p>Beautiful Day Out – three members attended the meeting in January but had not received any follow up information.</p> <ul style="list-style-type: none"> Lin will follow up with colleagues, including to see if minutes of that meeting were taken and to report feedback that the attendees had not received a response <p>Future big switches – a GP is working with colleagues to put this on place.</p> <ul style="list-style-type: none"> Lin to report back at next meeting.
3	<p>Practice Update</p> <p>Practice News: the practice had achieved 97.8% satisfaction from patients since December (978 responses).</p>

	<p>It had been a difficult three months with sickness and the impact of strikes.</p> <p>Two new staff members started who have settled in well.</p> <p>Reflecting on the “Practice News” section of the website, members noted that it was not updated as regularly as might be expected, so should either be renamed (e.g., “Latest Information”) or update more regularly, e.g., with patient survey results and thanks. The quarterly PPG minutes could also be on the website, with an open invitation for new members.</p> <p>There will be a half day closure on 18th April for a team training session. Two texts will be sent out notifying patients on the 11th and 17th and will be on the Facebook page. There will be emergency cover.</p> <p>Car park – there are spaces blocked off for safety reasons, until it can be resurfaced over next 6 weeks.</p> <p>Actions</p> <ul style="list-style-type: none"> • Lin to consider updates to the website as above; • Trudi to draft summary of the PPG activity over the past year for the website.
4	<p>Covid Clinics</p> <p>Everyone over 75 and with immuno-suppression will be offered a spring covid vaccine.</p> <p>Sue commented that the recent message about vaccine appointments on the Facebook page, which asked patients to book via email and not to telephone reception because reception was busy with other calls might cause some offence. Whilst the intention had been to discourage lots of people from ringing at the same time, the final part of the message might make some people feel that their call was less important.</p> <p>Covid clinics will be held every Friday afternoon and one Saturday (13th) in May. On the Saturday, the hours will be 1000-1600, with 15 patients per hour per person vaccinating.</p> <p>Actions</p> <ul style="list-style-type: none"> • Lin to amend the Facebook message about vaccines • Sue, Geoff, Christine and Trudi (?) to support the covid clinic on 13th May
5	<p>PPG Board in Waiting Area</p> <p>Following a suggestion from Sophie, members agreed that a PPG board in the waiting area, with practice leaflet, information about the PPG and other posters, (e.g., Covid clinics), would be a good idea.</p> <p>The group also agreed that sending out a text asking for new Patient Participation Group members would be good, as it was just coming up to a year since the group was formed. We noted that a better representation of Sunnyside patients would benefit the group.</p> <p>Actions</p>

	<ul style="list-style-type: none"> • Lin to send out text requesting new members.
6	<p>What the PPG would like us to focus on over the next 12 months</p> <p>Reflecting on the last 12 months, Lin asked the group if there was anything that the group should focus on over the next 12 months. Ideas proposed included ways to encourage people to help look after own health, including getting out more information about social prescribing. One idea could be to hold a coffee morning with a stall involving social prescribers, to talk to patients about what could be available.</p> <p>Thinking about what makes the patient experience better, the group recognised that staff smiling and acknowledge patients was important and that was the experience of most at Sunnyside. In additions, there were warm conversations on telephone, even the recorded message, which made patients feel at ease. We also noted that with satisfaction at over 97%, there was little room for major improvements.</p>
7	<p>AOB</p> <p>The TV screen in the waiting room could include information about the PPG, vaccine clinics, preparing for holidays, and general information from NHS Kernow.</p> <p>At the next meeting, an election for the chair will be held.</p>
8	<p>Date of Next Meeting</p> <p>The next meeting will be held on Monday 26 June 2023 if no new people are joining.</p>
9	<p>Meeting closed at 7pm</p>