

**SPRINGFIELD SURGERY
PATIENT PARTICIPATION GROUP**

**Meeting on Wednesday 15th January 2025
at Springfield Surgery, Elstead at 6 pm**

Present:

Sue Gowar (Chairman)
Hilary Andrews
Margaret Green
Madeleine Kiddier
Michelle Shaw
Susan Shepherd
Mandy Strathalmond

Ann Gregory (Practice Manager)
Tracy Ruane (Assistant Practice Manager)

1. Apologies

Kathryn Brooke
Stephen Cooper

2. Group News

The Chairman welcomed Michelle Shaw to the Group.
The Group noted with sadness the death of Venetia Pierce.

3. Matters Arising

Noticeboard: Tracy Ruane reported this was still in progress and there was a need to find another handyman. Sue Gowar offered to ask Richard one more time.

Blood Pressure machine: Ann Gregory was still waiting for the electrician, who was expected in the next few days. The machine was now out of warranty and recalibrations would have to be paid for annually.

Screens in waiting room: AG reported these had been free of charge with free delivery. They were still being trialled and there was a 50/50 split in patients liking or disliking them. There would be a screen and chair for the blood pressure machine.

Resus Trolley: this had been displayed before the meeting. The Group had paid £750.00 towards the cost, leaving a balance of £24.43

in the PPG bank account. SG had not yet had any reply from the Billmeir Trust, who had been asked to contribute.

Reception: AG said that the Receptionists needed reminding to give their names when answering the phone.

Integrated Care Board: Caroline Tankard, Administrative Assistant Guildford and Waverley ICB, had invited SG to join a monthly Zoom call for all PPG chairmen.

New Doctor: Dr Mita Paleja will start on 5th March. She has a special interest in Dermatology. She will be on duty in the surgery all day Wednesdays and looking after the two Care Homes on Thursday. It was hoped that Dr Paleja would do an extended access clinic from 6.30pm – 7.30 pm with the MSK specialist Sam also on duty, perhaps with support from a member of the PPG, who could give their time and receive patients at the locked door.

AG said that, from March, it was hoped that Dr. Bell, the male locum, would be in the Surgery one day each month with a male-focussed clinic.

Pharmacy times: now displayed by the Receptionist window

4. New Surgery Update

AG had heard nothing. Pat Murphy, Chairman of Elstead Parish Council had been talking to Waverley Borough Council. The architect had drawn an outline idea of the building but no planning application had gone into WBC yet.

5. CQC Compliance

AG reported that a representative of the CQC had visited the Surgery and talked to Tracy Ruane and AG to provide a link to the inspection, whenever it came and she had seemed happy with what she saw. AG thought there were other practices to be inspected before Springfield Surgery.

6. Staffing

AG reported that two nurses had left and the Surgery was actively recruiting for their replacement. There had been many applicants but they were mostly with hospital experience and had no experience of practice nursing. Nurse Alison would be retiring soon, but she hoped to overlap with the two replacement nurses to help them settle in.

AG reported that the doctors' hours worked were:

Dr Shearn and Dr Cole - 3 days per week

Dr Hargrave - 2.5 days per week

Dr Paleja – 1.5 days a week (inc.one morning in the care homes)

SG raised a point for Stephen Cooper, who had said he gets too many texts and reminders for appointments. AG said these are auto-generated and there was a need to merge double appointment slots. AG and TR would discuss the situation.

TR said she would write a page for Elstead Village News, bringing the village up to date with developments at the Surgery.

7. New Website

AG: this was working well. Photos of clinical staff would be added.

8. Any Other Business

Mandy Strathalmond asked as to the whereabouts of the old paper patients' notes that had been cleared from the Office. AG: these had all been scanned and digitised by a specialist group, funded by the ICB, and all the details were now held on each patient's computer notes. The original paperwork had been destroyed.

Sue Shepherd reported that Royal Surrey still had her named doctor as being Dr. Unwin and the hospital had said it could only be changed by the Surgery. TR said the details had to be changed by Royal Surrey. Also, when a RSCH patient moves house, they should report this to Royal Surrey for their files.

Hilary Andrews requested that patients with similar surnames and dates of birth should be flagged on the system. TR agreed to this.

Madeleine Kiddier asked if TR had checked the notes of the patient with hip pain who had been sent to the wrong department in RSCH. TR checked and confirmed that the referral letter had said 'hip pain'.

AG showed an example of the new Springfield Surgery sign for outside the building.

9. Date of Next Meeting

Wednesday 16th April 2025 at Springfield Surgery at 6 pm.

The meeting closed at 7.35 pm

MS/16.1.25