

DRAFT

**SPRINGFIELD SURGERY
PATIENT PARTICIPATION GROUP**

**Meeting on Wednesday 24th July 2024
at Springfield Surgery, Elstead at 6 pm**

Present:

Sue Gowar (Chairman)
Hilary Andrews
Kathryn Brooke
Margaret Green
Madeleine Kiddier
Venetia Pierce
Mandy Strathalmond

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

1. Apologies

Stephen Cooper
Sue Shepherd

2. New members

The Chairman welcomed Hilary Andrews, Danuta Moodie and Venetia Pierce to the Group.

3. Matters Arising

Noticeboard. Ann Gregory said this was still be followed up.

Weight /Blood pressure machine. This still needs to be re-positioned for privacy.

The Chairman proved that measurements could be read by other patients nearby and the height measurement was incorrect.

Tracy Ruane suggested turning the machine 45 degrees.

PPG Group paperwork. AG: nobody knows where it is.

Kathy Brooke (with Betty Moxon) to take action and make a date to go to the Bank with AG.

AG: there are about 500 new patients and around 5000 patients in total.

4. Need for a male Doctor. Departure of Dr. Offer

AG: recruitment could not stipulate male or female as this would be discriminatory.

Dr. Offer had given 3 months' notice and was leaving on 31st August. The Group were critical of the lack of communication about this, having heard about it from a patient looking at the Surgery Facebook just a few days before the meeting. It was not on the Surgery website.

AG: apologised for this. The Surgery were actively recruiting for a replacement to Dr. Offer. It was hoped to have a locum doctor for September and October.
The Surgery has 2 new Advanced Nurse Practitioners.

5. Reception Area

Screen. The Group reported lots of complaints about the Screen, its lack of confidentiality and the inability to hear what is being said.

Tracy Ruane: would like a screen with a gap top and bottom.

Sue Gowar: could a basket for samples be on the table on the patients' side of the screen.

TR: this was not possible as patients sometimes delivered samples in inappropriate containers.

Venetia Pierce: when phoning for an appointment, the queue time before the phone was answered sometimes meant that the available appointment had been lost.

Abuse/Training

AG: training for Receptionists was allowed 3 or 4 times a year.

SG: could the Receptionist could give her name when answering the phone.

Mandy Strathalmond: a patient had heard from a member of staff about a lack of training and staff information within the surgery team.

TR and AG refuted this and gave examples of induction and training.

TR: Receptionists were coping with abuse over the phone, patients slamming the phone down, verbal abuse and threatening behaviour.

AG: there is CCTV and a panic button in Reception.

MS: could Godalming police be asked to advise on any measures that would help? Their office is in the Waverley Borough Council offices in Godalming.

MS: her offer to observe in Reception was still there.

6. New Surgery

AG: This involved input from the ICB (Integrated Care Board) and NHS England.

Elstead Parish Council were also doing work on this.

A new building would be an opportunity to cope with the huge number of new patients and for a new pharmacy.

It was agreed that Sue Gowar would write to Pat Murphy, Chairman of Elstead Parish Council to see how the PPG could help in bringing together the various parties including Jeremy Hunt MP, Waverley Borough Councillor Gemma Long and Leader of WBC, Paul Follows.

7. Any Other Business

AG: Combined Covid and Flu jabs required the 5 practices of the Primary Care Network to all agree. As this was not the case, the practice would just offer the flu jab.

SG: Help in Elstead organised by Danuta Moodie had been providing an excellent volunteer service to patients for almost 20 years. There had been little appreciation from the Surgery in that time.

SG: offered to put HIE in touch with AG.

SG: wondered how the Surgery viewed the PPG and emphasised the lack of communication.

SG: the touch screen in Reception was difficult for visually impaired patients.

AG: the Receptionist would always help in such a case.

AG: the ICB would like Chairmen of the PPGs to join a Group committee.

SG: happy to join.

The Group requested that the Minutes be put on the Elstead Village website. Minutes were not confidential.

TR: the NHS GP Survey showed Springfield Surgery had reported:
Overall Experience: Good, 84% agreed.
National average: 74% agreed.

AG: following a written complaint about an unhelpful Receptionist not knowing the Elstead Pharmacy opening times, the written complaint had been answered and was now resolved. Pharmacy opening times were displayed behind the Reception Desk.

MS: asked that the opening times of Elstead Pharmacy (the closest) be displayed on the patient side of the screen.

Madeleine Kiddier: a patient had reported a problem in getting a blood test every Monday for a month, as requested by the hospital. A patient with a bad reaction to medication had been told that she could not be seen for two weeks. MK had been waiting for a promised morning phone call appointment until one pm but had heard nothing and then had to go out.

VP: pleased that the Duty Doctor had always returned her call.

TR: the Surgery could communicate better.

TR: any negative experiences should be reported quickly and the Surgery would take action. There is also a Complaints Form in the Waiting Room.

TR is in the Surgery on Wednesday, Thursday and Friday to help patients with access to the NHS App.

AG: Dr. Emma Cole will be invited to attend the next meeting.

8. Next Meeting

Wednesday 2nd October at Springfield Surgery at 6 pm

The Meeting closed at 6.35 pm.

MS/29.7.24