

**SPRINGFIELD SURGERY
PATIENT PARTICIPATION GROUP**

**Meeting on Wednesday 2nd October 2024
at Springfield Surgery, Elstead at 6 pm**

Present:

Sue Gowar (Chairman)
Hilary Andrews
Kathryn Brooke
Stephen Cooper
Margaret Green
Madeleine Kiddier
Susan Shepherd
Mandy Strathalmond

Ann Gregory (Practice Manager)
Tracy Ruane (Assistant Practice Manager)
Dr Shearn
Dr Cole

1. Apologies

Venetia Pierce has reverted to being a Virtual Member

2. Introductions

Dr. Emma Cole
Agnes Szymanska: Reception and Administration.

3. Matters Arising

Noticeboard: Tracy Ruane reported this was still in progress

Weight Machine: Ann Gregory reported that an electrician would install a new plug in the opposite corner and the machine would move, with a small screen added for privacy. This screen could also be used as a noticeboard.

PPG Paperwork: Kathy Brooke reported she needs to contact Betty Moxon to get all the details. PPG officers to be signatories to bank account; no-one from Surgery.

AG: ANP Suzie had proposed buying an emergency trolley to keep Oxygen, Defibrillator and required drugs in one safe place (a nurse's room). The trolley could be wheeled around as required.
SG: requested that the Surgery get a quote for the definite cost.

New Doctor recruitment: AG: one candidate had been offered the post. She could not say more at present. Dr Bell is a locum.

Screen: AG: New glass screen installed, with microphones each side for privacy. There would be a box for delivery of paperwork. Receptionists were to be trained to give their name when answering the phone.

Sue Gowar: had heard nothing more about joining the ICB group

Dr. Emma Cole: New Partner in the practice: She had worked for 7 years at Guildford Rivers in Chapel Lane, Milford.

Tracy Ruane agreed that local pharmacy opening times would be displayed in Waiting Room.

4. New Surgery

Dr. Shearn: Parish meeting on 26th September had been positive. There will be a meeting with the Integrated Care Board (ICB) and a feasibility study had gone in to them.

5. CQC Compliance

AG: There would be 2 weeks' notice of an inspection. It was a case of being ready and having processes, policies and mandatory training up to date. Last inspection was in 2016.

Dr Shearn: She is the Registered Manager of the practice, replacing Dr. Unwin. Some NHS records were out of date and still showed Dr. Unwin as the RM and this difference might be noticed and trigger an inspection.

6. Total Triage

AG: This would start on 11th November.

TR: Details would be handed-out at Flu Clinics and put into Elstead Village News and on Facebook. Telephones would be moved from Reception area to the back office to reduce noise.

7. New Website

AG: This was under construction and was due to go 'live' on 7th October.

8. Any Other Business

AG: blood tests can now be done away from the surgery, at Royal Surrey, Haslemere and Milford Hospitals.

TR: They are looking for volunteers to be 'Secret Shoppers' to phone in to test the Receptionists' reactions to certain questions and expected answers. It would then be possible for the Practice Manager to listen to recordings of the phone calls.

SG: requested a list of the questions and key points.

Hilary Andrews: should we receive prescriptions for one month or two?

Dr Shearn: should be one month. Pharmacy gets payment per prescription.

TR: it makes less work all round if 2 months is given at one time.

Madeleine Kiddier: a patient had had 4 appointments for ear syringing cancelled. AG: there is only one nurse trained in this.

MK: A patient had had problems with a hospital appointment where she had been sent to the wrong department as the referral paperwork was wrong.

TR offered to check the details of the referral. There is a Patient Advisory Liaison Service (PALS) for any incorrect appointment made by the hospital.

Stephen Cooper: a patient had asked for a doctor's appointment and it was only when they arrived for the appointment that the patient discovered it was with the Advanced Practice Nurse. There needs to be more information and communication.

AG: Sam is the new, first contact MSK specialist Physiotherapist. He can also give steroid injections and prescribe painkillers.

A rota of PPG members will be helping at the Flu Clinics.

9. Date of Next Meeting

Wednesday 15th January 2025 at Springfield Surgery at 6 pm.

The meeting closed at 7.40 pm.

MS/3.10.24