

## **PPG Meeting Tuesday 5th September 2023 7.00pm held at Woodley Surgery**

### **Attendance**

David, Steve, Chris, Kate, Judy, Sheena, Bill, Leaza, Dr Thilo

### **Apologies for Absence**

Yasmena, John.

### **Notes of Meeting 04.07.2023**

Notes of the meeting were agreed

### **Matters Arising**

Sheena reported that one more person had completed the patient's survey making 34 people in total. It was decided to close this survey and put out a revised one next year.

Sheena had contacted the 7 people interested in becoming involved with either the PRG (Patients Reference Group) or the PPG (Patients Participation Group). Of these only 3 had replied to her email. It was decided to invite these 3 people to a PPG meeting.

### **Report from Parkside Practice**

Leaza reported that it had been a quiet summer.

Doctor Thilo said that unfortunately there were long waits for patients being referred for investigation at the hospital. Cancer patients used to have an appointment in 2 weeks now the guidelines are 28 days.

The hospitals are replying to doctors referrals saying that a certain investigation is not appropriate and the Doctor then has to make a case for the investigation. It was thought this was to enable hospitals to manage their workloads better.

The feedback about reception has been positive.

A new Care Coordinator starts next week. She will advise on Diabetic and Cancer care amongst other things. She will be doing some training with Macmillan Nurses. She will also visit house bound patients.

Another care coordinator will be employed later.

One nurse will be away for a few weeks for a hip replacement. We all wished her well.

2 Doctors are returning from maternity leave.

The Care Quality Commission asks for monthly assessments. If there is a problem Leaza has to attend a 4 hour consultation and submit evidence that all is well. If this is satisfactory the monthly assessments can continue.

### **Volunteers to help at Vaccine Clinics**

Covid and Flu vaccines are going to be given together this Autumn.

### **Leaza has requested help from the PPG.**

### **3 people will be required to help per session**

### **Please let Leaza know if you can help at any of these sessions A.S.A.P.**

the dates are

Saturday 23rd September 8.30 - 1.00

Tuesday 3rd October 5.30 - 8.00

Saturday 14th October 8.30 - 1.00

Tuesday 24th October 5.30 - 8.00

Saturday 28th October 8.30 - 1.00

Tuesday 31st October 5.30 - 8.00

### **Lift at Woodley Surgery**

The lift is now working but it needed 17 parts and recalibration. It needs to be replaced but there is a long waiting list for these types of replacements. Leaza will keep asking every time there is a problem with it.

If the lift is out of order there will be a notice in the vestibule asking patients with limited mobility to phone on arrival for assistance. Leaza will put an extra message on the telephone system to ask patients needing assistance to press button 1 when phoning. This will ensure that they do not have to wait and enter the queuing system because button 1 is for emergencies and will also be for assistance. This will be answered quickly.

When the lift is being replaced patients with limited mobility will be asked to attend Green Road Surgery.

### **Invitation to new members**

It was decided to hold a meeting on 12th December and combine this with a social.

A list will be circulated for people to say what food they can bring to the event.

It was decided to invite the 3 new people to this.

### **A.O.B.**

There was no A.O.B.

Sheena thanked Doctor Thilo for attending the meeting.

The meeting closed at 7.50pm

### **Date of next meeting**

12th December 2023 at Woodley Surgery at 7.00pm

### **First meeting of 2024**

6th February 2024 Woodley Surgery 7.00pm