

WILLINGTON SURGERY
Patient Participation Group (PPG)

Meeting held on Tuesday 5th November 2024 at 6pm

Present:

Holly Goodrich (Practice Manager)	Jo James
Pete Horridge (Chair)	Jim Evans
Barbara McArdle (Treasurer)	Hilary Titterton
Gillian Gahagan (Vice Chair)	David Hurran
Sue Horridge (Minutes))	Diana Winfield
John Welch	
Gilly Welch	
Stephen Parnell	

Number		Action
11/24/1	<p>Apologies for absence Janice Heier, Jim Evans, Hilary Hancock, Gwen Johnson, John Lousvet</p> <p>Hilary has stood down from the PPG due to personal reasons. I would like to thank her for past contributions and wish her well for the future.</p> <p>11/24/1.1 We welcomed David to the meeting. Pete to contact to arrange a meeting.</p>	PH
11/24/2	<p>Minutes of the previous PPG meeting</p> <p>The previous minutes were accepted as a true reflection of the last meeting and were signed and dated by the chair.</p>	
11/24/3	<p>Matters arising 11/23/4.3 Referrals update Pete has been in contact with the new MPs office manager and has agreed a date and time for Ms Samantha Niblett's visit to the surgery to discuss her sponsorship of our Referral Management project submission to the HSC select committee.</p> <p>Pete personally witnessed at first hand recently the lack of referral management and had to escalate the problem via P.A.L.S at UHDB in order to get any progress. A patient also spoke to Pete whilst doing H2H last Monday specifically about a lack of communication with UHDB regarding his referral and with the surgery not able to answer his query, also decided to contact PALS. The problem is still very much alive and having its effect on increased workload at primary care level.</p> <p>Holly has been asked to represent General Practice on the Primary & Secondary Care Interface Group which should help us gain more understanding and connection with endeavours being made to improve this important interface with secondary care. Of particular importance:</p> <ol style="list-style-type: none">1. Referrals.2. Complete Care.3. Call & Recall.4. Point of contact for clinicians.	<p>Ongoing Pete</p> <p>Ongoing Holly</p>

	<p>11/23/4.4 Parent questionnaire / New decoration The redecoration is now complete and following a conversation with Holly about the children's book case near the train set, it was agreed to tag that on to this action and after speaking with Mrs Ellis, a request was made for her to come into the surgery to meet with Holly to now move forward on this and previous recommendations.</p>	PH/SE/HG
	<p>05/24/9.2 Hi Vis jackets for H2H Pete has emailed Dr Farrow requesting new jacket and old ones be reprinted.</p>	Ongoing Dr Farrow/PH
	<p>05/24/9 Secretary role The PPG would like to thank Mrs Sue Horridge, for volunteering to take on the role of Minute taker at PPG meetings, starting with her first attendance at this evenings meeting. The role of secretary is still open.</p> <p>Pete would very much like to thank Gillian for her much appreciated work in looking after the minutes prior to Sue taking care of them whilst we look to take on a new secretary.</p>	Ongoing
	<p>07/24/9.1 CHC (Community Health Champion) Since the Chairs report was submitted, Pete has meet further with Nigel, our first CHC, to edit the draft version of the case study following feedback and discussion. This is version 1 which will be circulated to Holly and clinical lead at the surgery.</p>	Ongoing PH/HG/NH
	<p>07/24/10.1 Fashion Show Fundraiser Update Full update in info pack, provided by Jo James and in now a separate Agenda item(8) to be discussed under that section. It will therefore be removed from this section.</p>	Closed as an action point in Matters arising.
11/24/4	<p>Chair update Report previously circulated to members.</p> <p>11/24.1 A list of local book clubs to be added to the book sales shelves for patients wishing to join one.</p>	Pete Jo James
11/24/5	<p>Surgery update Report previously circulated to members.</p> <p>Holly gave a comprehensive update regarding the latest redecoration and flooring renewal as well as clarification on 106 funding and how it can assist the surgery, potentially.</p> <p>A short discussion followed regarding the impact the recent budget changes could have on General Practice.</p> <p>A concern was raised over the lack of Primary Care mention in the budget.</p>	Holly
11/24/6	<p>Finance update Report previously circulated to members.</p> <p>Update since report submitted: Current bank balance £3552.91 after gaming licence and new defib battery cheques paid.</p>	Barbara
11/24/7	<p>Correspondence 11/24/3.1 A patient discussed with Pete at H2H the need to have the referral management system working correctly. Pete has added this to the RM update as feedback to the patient raising it.</p>	Pete Closed

	<p>11/24.3.2 A H2H member wanted clarification about whether a patient trying to log in on self-check in can go directly to receptionist or go to back of queue.</p> <p>This will be dependent upon patient circumstances and judgement on the day with the H2Her accompanying the patient to the reception desk if urgent.</p>	Pete Closed
11/24/8	<p>Fashion Show Report previously circulated to members.</p> <p>Jo gave an update and clarification of her report stressing the need for a cross section of suitable models as well as a need for a summary sheet of why we are raising funds and what they will be used for.</p> <p>11/24/8.1 One was created for the Bake and Cake event which will be passed to Jo.</p> <p>Discussion was had around the need to possibly make the fundraising topics health related such that supporters can see a direct medical benefit for patients. Examples being ECG machine, BP monitors, Foot Doppler(Diabetes)</p> <p>11/24/8.2 A suggestion was made regarding advertising in the various village news channels.</p>	<p>Jo</p> <p>Pete</p> <p>Gillian</p>
11/24/9	<p>Committee Roles & Responsibilities Report previously circulated to members. A short discussion take place regarding the roles and responsibilities document that Gillian had created.</p> <p>All members to look through and contact Gillian regarding any assistance that can be provided in carrying out these tasks and also share with others who may also be interested in participating in the PPG at what ever level.</p> <p>The search continues for a secretary, whose roles are noted in the documents</p>	<p>Gillian to lead.</p> <p>All</p>
11/24/10	<p>Any other business 09/24/7.2 Cheque passed to Holly for new defib battery. 11/24/10.1 Pete reimbursed for new hi-viz jacket.</p>	<p>Closed</p> <p>Closed</p>
11/24/11	<p>Meeting closed at 6:45pm.</p>	

Date and time of next meeting: 14th January 2025 18:00 in Surgery meeting room

Agreed as a correct record: Chair..... Date: