



Notes from 6 Oct meeting for PPG page on Surgery website

1. It was agreed that the PPG would engage with HDC Health & Wellbeing Team to help provide first point of access to patients in future to allow more Health MOT's to be carried out in Billingshurst.
2. We should endeavour to publish HDC Health & Wellbeing activities on the PPG / Surgery website.
3. Discussions are ongoing between BEAT and the PPG to establish some dates for defibrillator and CPR training sessions. This will be available to members of the public who are interested in learning how to use these skills. There has been a lot of positive response from the public for this.

4. Review & Actions from Public Meeting Wednesday 28th September

- a. General feedback from the meeting was excellent.
- b. A wider, more demographically diverse audience is needed for the next meeting. There were not enough young people for example.
- c. We need more exposure to announce and future Public meetings; pharmacy windows, schools, Surgery phone recordings, etc....
- d. The possibility of more tailored focus groups to be considered. PPG must consider dates for next year.
- e. Consider another Public Meeting after Easter 2023.
- f. Issues that were raised at the meeting:
 - i. Easier ways to cancel appointments. (This is being progressed at the moment by AB).
 - ii. PPG notes up on website more promptly.
 - iii. Ratio of doctors to patients remains problematic. Clinical staff has increased but not the number of doctors. Patients tend to feel they want to see a doctor not necessarily auxiliary staff. Work around managing expectations needed in this area
 - iv. E-Consult, which will be launched shortly, may help with the supply and demand issue. Online booking via the website will be turned off to coincide with this.
 - v. We should consider a separate Public meeting to explain how to use e-consult in more detail. To be discussed at the next meeting
 - vi. E-Consult demo video to be put up on Surgery website Appointments page.
 - vii. Include auxiliary staff and roles on the website so patients understand what these people do and why they don't always need to see a doctor.

- viii. The backlog for cryo appointments has been cleared. It is difficult to offer regular clinics because of the storage requirements of the liquid nitrogen. Cryo pens are being considered by the clinic which can be stored more easily.
- ix. Notes from the evening will be available via a link on the Surgery website.

5. Report from the Surgery

- a. A phlebotomist has been offered a contract to start mid-November. A blood clinic will be held 5 days a week mornings only. She will do bloods only which will free up other Health Care staff.
- b. The Surgery is interviewing for new practice nurses and currently have 2 candidates.
- c. New Receptionists to start mid-October. This will mean there is the full complement of admin staff for the first time in 2 years.
- d. A supernumerary apprentice and a new Admin person have also started. This will increase admin staff by 5.
- e. Next day appointments changing to on-the-day appointments – Call on the day and get an appointment on the day. It used to be ½ went to 1-week appointments and ½ went to next day appointments.
- f. Volunteers are being used to help run the covid and flu vaccine clinics which will be every Saturday until late November.

6 It was suggested that there should be a staff picture board and all staff wear name badges. The surgery will look into this possibility.

date of Next Meeting Thursday 19th January 2023.