

## Summary Notes from PPG Meeting 16 Nov 2023 Billingshurst Surgery

### 1. Review of Facebook and email comments

Complaints are very low. The strategy of stressing the positives is having an impact. It was agreed that the Surgery would review complaints from the annual return and assess whether they should be circulated.

### 2. Feedback from Public Meeting (Sept)

A resident / patient had commented that they wanted more input from the Doctors present. It was discussed about what this might be, and what people's expectations are. Several Doctors attended who are not part of the PPG and did so to show support for their colleagues and the PPG. In future, this needs to be pointed out in advance. There was a discussion about how to communicate to the people who are not computer literate. GS suggested a Practice Leaflet. (see point 9)

### 3. Membership of PPG

- i. DC to continue to be the Chair
- ii. There is a place available on the PPG since AH moved away. JB will speak to some of the disabled residents to see if they would be interested in joining us.
- iii. DC to speak with Weald School about inviting a couple of 6<sup>th</sup> Form students to join the PPG. They would need to be registered patients of the Billingshurst Surgery.
- iv There was a general consensus that we should try and broaden our membership to include LGBTQ / ethnic minority groups / disabled

### 4. Update on PPG representation on PCN Board (DC)

It has been agreed by the PCN that a member of each of the PPGs in the PCN can attend a quarterly meeting. The first of these is on 20 February at Henfield Medical Centre. DC will attend. At the meeting will be clinical staff and managers from the PCN surgeries. It is hoped that these quarterly meetings will encourage better understanding between the PPG's in the PCN and better inform service provision for the PCN as a whole.

### 5. Future Initiatives and focus of PPG in 2024

- i. Look into creating a Practice Leaflet detailing services offered and staff roles.
- ii. Look at promoting specific 'health awareness days'. This could include religious days and the benefits thereof. (fasting/ Ramadan).

### 6. Report from Surgery

- i. A new GP is starting January
- ii. Admin manager of 28years is retiring in January.

### 7. AOB

- i. We will ask Jeremy Quinn to share the data and results of his questionnaire to better inform our approach to how to develop services in the future.