

Summary Notes for Surgery Website from Feb 2024 PPG Meeting

Curtain around healthcheck review machine still to be installed. There is no record kept of it being used but it will flag up concerning readings and the data gets added to people's medical notes.

The Social prescribers cannot use the "Depot" on the High Street unless there are privacy blinds installed. DC will speak to the Parish Council about this.

Billingshurst Community Transport now has 25 drivers as a result from an advert in the Village Tweet.

Review of Facebook and email comments

We should send out a reminder via fb about the call back system to make sure people realise that if they call back after their initial call their call back will be cancelled ii. There was only one email complaint which was sent to the surgery to deal with

REMINDER to everyone that we should not get overly involved in fb chatter about complaints and grumbles from the public regarding their experiences with the surgery .

We should signpost them to the surgery (website or in person) or the PPG email address

Report from PCN and PPG Meeting 19 Feb 2024

It was reported that funding for the next financial year is going to be very tight as it is going to be cut. PCN's have a very uncertain future despite their obvious advantages.

This was the first meeting between the PCN and PPG's. It is hoped that PPGs can help with spreading information to surgery patients.

PCN is working on several projects:

PSA testing for afro Caribbean men who are at high risk of developing prostate cancer. And working class men do not respond to letters inviting them for tests.

Encouraging Gypsy / Romany Travellers to register with Surgeries. This group has a 25% less life expectancy than other groups. A lot are illiterate. Neo natal deaths in this group are high. DC to speak with HDC contacts at HDC with a view to encouraging people to register at the surgery.

The draft wording for the submission to the Planning Inspectorate regarding Regulations 19 was accepted and a submission on behalf of the PPG will be made

Membership of PPG

There are two people that would like to join the PPG; a 6th Former at the Weald who hopes to study medicine, and a retired lady who approached the PPG after the public meeting last September. It was agreed to invite them both to the next meeting.

- **Report from Surgery**

The surgery will be looking in depth at efficiencies in the surgery; things such as registrations, workflow, and blood screening. The surgery will be utilising the current system to maximize efficiencies and resources. The surgery will only work with approved NHS AI companies.

- There will be a focus on getting new residents registered. The surgery receives £104 from NHS England for each person registered with the Surgery. So the more people registered then more income the surgery has to spend on services. This is an area that the PPG could possibly help with. ie encouraging Weald School pupils, Gypsy & Traveller community, new residents etc.
- There are 500 patients under 75 and 300 under 50 who need to be encouraged to use the App to administer their monthly prescriptions. How can the PPG help with this?
- The surgery website is being updated by removing out of date info and making it much clearer and easier to use
- Finances are a big concern for the coming year; the minimum wage is going up and the ICB is making cuts which in turn will mean that this next year will be very difficult to manage financially. The surgery will do its best not to cut any services but it may be inevitable especially as the Surgeries budget was capped in Oct 2023.

AOB

It was reported that a member of the public was very pleased at the support and empathy given by the surgery regarding end of life care for a relative.