

Notes from PPG meeting 27 April 2023 for Surgery Website PPG page

1. Messaging to be put on Facebook to remind patients that they will only get text reminders about appointments if they have a current mobile number registered with the surgery and they have given consent to be contacted by the surgery. Patients must be over 18yrs old to get this service.
2. Feedback boxes have been removed from the Pharmacies and Billingshurst Community Centre as people are not using them. Surgery to consider whether it appropriate to allow patients to drop queries for the PPG into the surgery now.
3. A new leaflet stand for the waiting room is in hand. A big thank you to The Men's Shed for making and installing this. Facebook thank you required
4. Surgery will look into using QR code for NHS leaflets on the stand when the display stand is in place
5. The general feedback on Facebook is that there is recognition that older issues such as telephone etc have been resolved. There is a general acceptance that issues are not necessarily related to the surgery but are more systemic in the NHS.
6. From May there will be several staff changes with a GP going on maternity leave and 2 GP's leaving the surgery. The Surgery management is working hard to find replacements. Locums will be used where necessary to cover their workload.
7. Surgery now officially recognised as a dementia friendly.
8. COVID restrictions have been officially lifted for the NHS this week (end of April) which reduces the time appointments take.
9. COVID booster jab clinic will be on 3 & 17 May possibly 10 June for over 75's and those with compromised immune systems
10. A new integrated health check machine has been installed in the surgery waiting room. Patients will be encouraged to use this as a walk in option to check BP, weight, pulse, BMI etc. Ultimately the area will be curtained for more privacy. PPG members invited to come in and have a 'play' with the machine.
11. Possible Community/Public meeting to be arranged in September (as last year) – dates to be agreed at next meeting
12. **Date of next meeting July 20th 7pm Surgery**