

Preston Park Surgery PPG Meeting on 16 Jan 2024 - NOTES & ACTIONS

Present: Janak Chauhan (Practice Manager), Mark Richardson (chair), Barbara Loman, David Bowden, Barry Eliades, Sue Barton. **Apologises:** Andy Cheng

Actions from last Meeting

- **Online booking:** Once new website is live (beginning of February) there will be a trial of online booking of GP appointments and blood tests
- **New website:** NHS digital have identified the surgery website in Sussex that they consider ticks all their boxes. It is www.ousevalleypractice.nhs.uk (developed by Iatro). Janak is asking the PP website developers (Silicon Practice) to make sure the new PP website delivers the same functionality. We are welcome to look at it **but don't try booking anything!**
- **Warfarin Service/INR checking:** Currently there is no service provided locally (currently PP patients have to go to Hangelton). It was agreed that Janak would see if the PCN might be able to provide the service. **ACTION: Janak**

Practise News

Expanding nursing team. Will have 2 healthcare assistants to do NHS health checks for 40-75 year old patients as well as pre-diabetic and diabetic checks before patients have a discussion with an advanced nurse practitioner. Phlebotomist will be available in the surgery every day from 5 Feb.

Friends and Family Test returns (when we get a questionnaire after visiting the surgery) show that in 2023 PP has 96.5% 'very good' or 'good reports' from patients. Based on 2,500 returns. Sue Barton said she has never had such a form. Janak will check. **ACTION Janak**

PPG Development Plan

It was felt that the PPG should itself set some objectives for 2024 as a response to the Practice Development Plan whose prime objectives are to **upskill staff** to provide a greater range of patient services and to **increase the number of patients**.

The following PPG objectives were agreed:

- **Recruit more patients to the PPG** so we are more representative of the patient population. Send an email to all patients on the practice patient list explaining the benefits of being a member of the PPG, perhaps asking for specific skills and explaining that patients do not have to attend meetings but can be 'virtual' members who will just receive online questionnaires, polls, surgery reports, etc. **By mid February: ACTION Janak and Mark**
- **Increase number of patients attending meetings.** It was felt that if a GP attended meetings PPG members would be more likely to attend. **ACTION Janak to ask a GP to attend**
- **Establish a mutually supporting relation with GPs** by clarifying how the PPG can best act as a critical friend, feeding back patients' views and finding out what patients believe they need. **ACTION Janak will ask the senior partner Dr Julian Greaves if he could make time available for a couple of us to meet with him before the next PPG meeting. N.B.** At that meeting also raise the question that perhaps GPs could ask patients that are poorly represented on the PPG (such as young people and ethnic minority) to become members?

Date of next meeting: 16 April 2024. Perhaps with ZOOM?