



Sedlescombe House

P.P.G. Committee Meeting Minutes

18th May 2023.



On the **AGENDA:-** Only one item:- **Prospective new PPG/Virtual members**

1. Apologies: - R, Foster
2. Present: - Current Members:- B, Sokell (BS) B, Gandon (BG) R, Sweetman (RS) B Orr (BO)
D, Hollamby (DH) M, Hollamby (MH) L, Joyce (LJ)

Invited:- Prospective new Members:- D, Jefferson S, Brazier M, Hall M, Schreuder J, Jennings

Apologies:- C, MacLeod C, Muttathil

3. Minutes of Last Meeting:- These were agreed at the last Committee Meeting 9th March 2023 and can be viewed on the Surgery Webb site/PPG pages.
4. Introduction and role of new members:- PPG`s are groups of active volunteer patients working in partnership with the practice staff and GPs. This partnership between patient and their practices is essential to achieving high quality and responsive care and it is now a requirement that every GP practice in England have a PPG.

They work in partnership with the practice to:-

- Help patients to take more responsibility for their health
- Contribute to the continuous improvement of services and quality of care
- Foster improved communication between the practice and its patients
- Provide practical support for the practice and help to implement change

Our PPG has a Committee; it meets every other Month and has a Virtual group using email.

5. Access to General Practice – (LJ) explained the new system of triage. All calls are dealt with on the day they call are not asked to call back. We now have the new telephone system with call queuing and ring back service. The reception staff are now booking triage calls. They take details of the symptoms the patient have and the GP reviews and instructs as to telephone call appointment, face to face appointment for that day or within a 2 week period. They can also direct patients to other services, for instance the new eye service, the physio, the pharmacist. The triage system has worked very well, patients are dealt with on the day and appointments are booked as required. There have been no complaints of waiting for the telephone to be answered - A survey would be an idea to see what the patients think of the new telephone system - Committee will consider a survey on the new telephone system!
6. (LJ) gave an overview of the Surgery Services and the roles of staff within their Organization.
Explained the role of (PCNs) Primary Care Networks and the extra roles they support.
7. Social Prescribing:- What is social prescribing?
Social prescribing is a key component of [Universal Personalised Care](#). It is an approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.
8. (BS) Explained the Surgery`s Webb site with the PPG having dedicated pages on it.
9. All PPG/Virtual members are required to acknowledge & sign a "Privacy & Confidential" document.

A.O.B.

1. Prospective new Members who had shown an interest in joining our PPG but were not present at the meeting will be contacted by the Surgery, to determine their commitment or not!

Date & Time of next meeting:- Thursday 29th June 2023 at 14.30 Hrs