



SEDLESCOMBE HOUSE SURGERY
Minutes of P.P.G. Committee Meeting
Dated:- 29th January 2025



1	Apologies:- Diane Jefferson Roger Sweetman Rosemary Foster
2	Attendees:- Maria Schreuder (MS) Michael Hall (MH) Cristopher Peedell (CP) James Wheeler (JW) Brian Sokell (BS) David Hollamby (DH) Margaret Hollamby (MH) Liz Joyce (LJ) Bridget Orr (BO) Barry Gandon (BG)
3	Minutes of Last Meeting Dated:- 4 th September 2024 "Cancelled" insufficient Agenda items.
4	Matters arising from those Minutes:- See above
5	Minute Taking:- MH offered, for future meetings, to take and type the Minutes, these will be forwarded to BS for ratification. This offer was readerly accepted.
6	Friend & Family Responses:- Positives results:- October 68 very good, 15 good, November 62 very good, 9 good, December 55 veery good, 5 good. Negative results:- October 8, November 2, December 3. See Attached:- Some Friends & Family Responses.
7	Requesting the Surgery to Validate a private document:- Anything not covered under the general medical contracts can be charged and there is a varied time scale for completion dependent on the Doctors work load, as the Surgery`s medical work takes priority.
8	A.O.B:- Telephone consultations:- These have made a significant improvement to the workload of the Practice`s Team, one result is face to face consultations being extended from 10 to 15mintes. Patient Access web site?:- Use the NHS App instead. Once a Patient contacts the Surgery requesting an appointment, the Triage system navigates them to the appropriate care pathway. Dehydration:- To minimis the risk of dehydration, Patients need to drink at least 6 – 8 glasses of fluid per day, increase the amount if having blood taken. Additional Patients:- The existing patient number is currently 2,800, with the opening of a new registration list, the number will potentially increase by 1,000. Bird Flu/Avian Influenza:- This has spread country wide and is causing problems for poultry farmers, it can also be transferred to humans. The advice is wear gloves if you need to make contact with any Birds/Bird Feeders or any other related contact. Wait-Loss injections:- Our Practice can`t prescribe them.
9	Date & Time of next Meeting:- 26 th March 2025 at 14.30 Hrs

OCTOBER 2024		
Overall, how was your experience of our service?	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better
Neither good nor poor	The person I spoke to was helpful but I was expecting a face to face consultation, not a telephone call	As above. Face to face not over the phone. We're encouraged to be more active and even a short trip to the doctors is some form of activity for some people
Neither good nor poor	The surgery are always amazing so I don't want to criticise but the appointment wasn't very helpful. I could have been sent the exercises as the physio took little interest and didn't look at where the problem was. She asked if I had had any injuries or any numbness, said it was good news I didn't have arthritis but offered little else in the form of support	
Neither good nor poor	Had difficulty taking my blood, it would be a good idea to add into the text to take lots of water prior to the appointment, when sending out the notification.	See above
Neither good nor poor	Could not find the vein! Left bruise.	
Poor	Dismissive and not helpful especially when it comes to mental health, and most of the time when asking for a face to face appointment you just end up with a call where you can't show what's wrong photos do not always show what's wrong, also having to discuss what your appointment is for in detail to a receptionist is not give the patient Any privacy, since covid the running of gp surgeries is to be honest rubbish and having big effects on the patients, im sorry for negative responses.	More understand and compassion more availability when it comes to face-to-face appointments, on a good note, the nurse general practitioner is brilliant
Poor	I felt that the GP did as little as possible and after following his instructions, providing the research requested I was then	Referred me to someone who specialises in the required area rather than a standard pass the patient on to a generic service

	bounced back to another care provider, so a waste of a few weeks.	that won't provide the advice that I need.
Very poor	Very poor outcome did not want to help	Take an interest in patents
Very poor	The surgery called me and said the doctor wanted to see me. When I arrived I was seen by the nurse not the doctor who then made an appointment for me to have a phone consult with the doctor. Waste of everyone's time.	
Very poor	The physio lady was very good at the appointment. My problem is with how the actual surgery works. I am yet to see an actual Dr yet. Also the receptionists are not properly qualified to do the job that is expected of them. I need to see an actual Dr next because I am worried about my prostate. I cannot even make an appointment. I am told that I need to call in the mornings. I would not mind to be able to make an appointment for two weeks time even.	Make it possible to make appointments. Either train your receptionists medically so they can give advice, or do not let them attempt to give people advice about medical issues or about medications.

NOVEMBER 2024		
Overall, how was your experience of our service?	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better
Neither good nor poor	It was cancelled	
Very poor	The physio I saw wasn't able to help me, she didn't pay much attention to my problem she was just tapping the keyboard didn't ask much or care to no what or where my problem is, she said she wouldn't understand the mri scan I took in that Ive done from a different country, I was trying to explain I've tried exercises but I'm keep getting worse and she gave more excuses to do!	They should give more time, listen and ask also care to what problem people have rather than just trying to push people away, (the receptions are very helpful thou)

DECEMBER 2024		
Overall, how was your experience of our service?	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better
Neither good nor poor	I become more and more frustrated by GP surgery code of practice . The service we get trying to be seen by a doctor is very poor .	Go back to the old original way of seeing a patient . Over the phone evaluation of an illness is just not good enough .
Neither good nor poor	I wasn't being listened to by the dr. My fears weren't addressed. Would have been better if my own GP had contacted me as she knows me better than the dr that phoned. Really disappointed in yesterday's consultation. My anxiety and diagnoses weren't being taken into consideration.	Being listened to and seeing my difficulties from my point of view. Dr kept butting in
Poor	I was referred and had to wait for my ear to be syringed but was told I couldn't have it done at the appointment and would need to book an alternative privately.	The specialist advised me the GP didn't ask questions that could have identified that this procedure wasn't suitable for me and saved me a long unnecessary wait