



PPG (Patient Participation Group)
Briefing Notes Nov 2023 for Patients' Information

The last PPG meeting was held on Tuesday 12 September 2023 and the following items were discussed:

Covid/Flu Autumn/Winter Campaign. Commencing on 16 September, this has now been completed successfully and finished on 28 October. The vaccines were available to all patients over 65, patients in care homes, the housebound and immunosuppressed.

General Practice Updates – Staff:

HCA Shane has left and is now working at Worthing Hospital training to be a nurse; we wish him well.

Reception recruitment is ongoing.

A clinical pharmacist will join the team at the end of September.

Adverts are out for a Physicians Associate or an Advanced Nurse Practitioner and a GP Assistant. These roles are funded by the Primary Care Network.

CQC (Care Quality Commission) - At the time of the meeting, we were still awaiting the CQC Inspection Report. We have since received this report and are delighted that the surgery has been upgraded and given a rating of **GOOD**. This is excellent news and shows how the surgery has worked hard over the last 10 months to improve their commitment to their patients.

New Telephone System - Due for installation early-mid November. This will have lots of new features including – call recording, call back, more accurate information and better hold music. We will have more control over the system, which is specifically designed with GP Surgeries in mind.

iWantGreatCare – this is a new initiative (via text on mobile phones) that enables the surgery to get valuable feedback on what our patients feel about our service following their appointment/visit.

Carers Support Event - This was held on Thursday 28th September at the Chanctonbury Leisure Centre. This was very successful and was attended by approximately 50 carers. Advice was given on what support is available to carers in West Sussex and a demonstration given by Canine Partners and showed the valuable assistance these dogs can give. A huge thank you to Andy, the Leisure Centre Manager and his staff for providing the venue and refreshments on the day.

Patient Confidentiality – we have had feedback from patients concerned that the screens on reception were hindering private discussions. These screens have now been removed and the queuing system modified to enable more confidentiality for patients.

The Glebe PPG Chair attended the first Primary Care Network (PCN) AGM on Tuesday 10 October, along with other PPG Chairs from Steyning and Henfield. Billingshurst were unable to attend on this occasion.

Vacant Unit Adjacent to the Surgery – negotiations are currently in place with an independent pharmacy to occupy the vacant unit.
Please note: this unit is totally independent of the surgery.

The next update on these Briefing Notes will be following the December PPG meeting.

Tony Sewell
PPG Chair