



**PPG (Patient Participation Group)**  
**Briefing Notes Feb 2024 for Patients' Information**

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

**General Practice Update**

**A Senior Clinical Pharmacist** joined the surgery at the end of September as well as four new members of staff for our Reception Team, who are currently going through training. We will also be getting a full time Physicians Associate as well as a Trainee Physicians Associate.

**Dr Newsom** suggested that we need to look at ways to ensure patients are aware of the new roles at the surgery and who/why it would be best for them to consult over their health requirements/issues – this is a work is in progress.

**Appointments – November figures**

- Face to Face = 5875 (GP/Nurses)
- Telephone = 1162
- DNA's (Did Not Attend) = 168 – this is a loss of 42 hours' worth of appointments

**E-Consult**

- 115 visits
- 88 e-consult submitted
- 20 diverted to other services = 68 appointments made

**Covid and Flu Vaccination Update** – Autumn Campaign 2023 - All targets met

**New Telephone System** – This went live on 11 December. Hopefully this will resolve a lot of issues the surgery have been experiencing with the old system. This is a cloud-based system with calls made through the internet. It is an NHS requirement nationally to have this system by April 2024 so we are ahead of the game.

**Waiting Room Check In** - It was confirmed that a new Check in Screen had been installed in the downstairs waiting room at the beginning of December.

**Surgery Website** – this will be getting a makeover to bring it in line with updated NHS guidance – liaison is ongoing with our website designer/provider to get this implemented.

**PCN (Primary Care Network) Quarterly Meetings** – Representatives from the PPG teams of The Glebe Surgery, Steyning Medical Centre, Henfield Practice and Billingshurst Practice will be attending these quarterly meetings with the first one being held on Tuesday 20 February 2024.

**Vacant Unit** – there is no further update regarding the independent pharmacy adjacent to the surgery – please note: this unit is completely independent to the surgery

**Dr Ellis** thanked the PPG for all their help and support over the last year.

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

Tony Sewell  
PPG Chair