



PPG (Patient Participation Group)

Briefing Notes May 2024 for Patients' Information

The last PPG meeting was held on Tuesday 19 March 2024 and the following items were discussed:

Iwantgreatcare – The surgery has received a 'Certificate of Excellence' in recognition of consistently outstanding patient feedback. The Certificate has been posted on our website, social media and at the reception front desk.

Spring Covid Booster Campaign - Clinics to be held Saturday 11 and 18 May and 15 June, these are for the 75+ age group only. PPG volunteers will once again be on hand to assist patients arriving for their vaccine.

General Practice Updates – Staff:

Nursing team – two of our HCA's, Jeanne Campbell and Lin Appleton, are retiring soon therefore recruitment is under way for replacements and interviews are currently being held.

A new full time HCA, Victoria Mcilvenny joined us in January.

Reception/Admin – Heather Norton, one of our long standing and most experienced Receptionists is retiring in June. Two new receptionists joined us in January, which means that along with the Bank staff we already have, we are now fully staffed on Reception.

We wish Jeanne, Lin and Heather a very happy and long retirement and thank them for the service they have given to the surgery/community over the years.

GPs – Dr Donswijk returned from Maternity Leave at the end of January and Dr Faye McWilliam will be returning from Maternity Leave at the end of June.

Other - Sue Sargent joined us at the end of February as a Physician Associate. Sue previously worked for the PCN across all 4 practices so is an experienced PA. She will be working very closely with the Duty Doctor each day and triaging in Reception.

New Surgery Website - This is now live and much more user friendly. Vaccination information has been added as well as information for patients about the 'extra' clinical roles we have at the surgery

Primary Care Network (PCN) Quarterly Meeting – A member of the PPG attended the meeting held on 20th February and discussed issues raised at our PPG meeting.

Patient Experience Co-ordinator – Josephine Stonard

This is a new role that we receive funding for. Josephine has lots of plans for this role. She described what this role involves, social media, patient engagement and community outreach. She wants to involve the PPG in reaching out to patients to find out what is needed and communicate relevant information back.

PPG Succession Plan – a Deputy Chair was appointed to support the current Chair.

There is no further update regarding the Independent Pharmacy adjacent to the surgery.

A brief discussion was held on the new shingles vaccination regarding the fact that it is now 2 vaccinations and that the eligibility criteria has changed.

The next update on these briefing notes will be following the June meeting.

Tony Sewell
PPG Chair