



## **PPG (Patient Participation Group)**

### **Briefing Notes August 2024 for Patients' Information**

The last PPG meeting was held on Tuesday 25 June 2024 and the following items were discussed:

#### **General Practice Updates**

**Dr Faye McWilliam** will be returning at the beginning of July.

**GPs** – 3 applicants received for the salaried GP position. Interviews about to take place.

**New Surgery Website** – ‘How can we help’ blue banner covers up the photo of the surgery on homepage – could this be moved. Practice Manager will ask for this to be amended.

**Referrals to CLC** – A meeting was held between the surgery and representatives of CLC regarding Healthy Hearts, a new community project. CLC are looking to run programmes including workshops, activity sessions and interactive sessions – keen to work with surgery to determine what is required.

**New Phone system** – no recent issues.

**A ‘Patient Engagement Event’** incorporating a ‘Carers event’ is to be organized later in the year by the surgery. The PPG will assist with the organization as previously undertaken. Date and time yet to be advised.

**Staff Car Park Wall** - Now repaired. However, a further incident has happened in the Patient Car Park. The Health and Safety Executive were notified of the near miss, which could have resulted in a serious accident. In addition, concerns were raised as to what measures the Landlord is going to take to minimize the risk of any future accidents to the car park walls.

## **Spring Booster Campaign**

Once again, these clinics were well supported by our PPG members and volunteers.

The number of vaccinations given as follows:

Housebound – 124

Sussexdown – 49

In clinic – 1703

No details yet for Autumn Flu/COVID campaign.

## **Primary Care Network (PCN) Quarterly Meeting**

A PPG member attended a PCN meeting in May held at Henfield Medical Centre, the following items were discussed:-

**NHS app** – a discussion was held over the fact that there are not enough patients using the NHS app – it was suggested that a ‘Forum’ be set up to promote this.

**Skin Doctor App** – this was raised with the PCN as it was felt that it was not an appropriate service for some patients. Photos have to be downloaded on a smart phone and due to the demographic of the Chanctonbury area, a lot of the older patients find it difficult to use. Other surgeries outside of the Chanctonbury Area, do not use this facility, patients are referred direct to a dermatologist. The PCN representative will give feedback to the ICB as this Skin Doctor App is commissioned by them, external and not GP practice funded.

**Facilities Management** – a proposal was suggested to have one Facilities Manager employed to cover the 4 surgeries – there is no current funding for recruitment to this post but at least it has highlighted the issue. This means any facilities management is still currently being handled in-house.

## **Other Item**

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

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

Tony Sewell  
PPG Chair