



PPG (Patient Participation Group)

Briefing Notes November 2024 for Patients' Information

The last PPG meeting was held on Tuesday 1 October 2024 and the following items were discussed:

General Practice Updates

The meeting was advised that Dr Keir Newsom has resigned and he will be leaving at Christmas. He is moving to Somerset to join a GP federation down there as a GP Consultant.

Interviews have already taken place for Dr Newsom's replacement and we hope to be appointing/offering very soon.

Dr Wollaston retired at the end of September. Her replacement is Dr Dave Murphy.

A question was raised about how many staff we have employed at the Glebe, split by part-time, bank and full-time. Figures are as follows:

Total Staff – 61, Full time – 5, Part time – 46, Ad hoc/Bank – 10

New RSV vaccination campaign – It was confirmed that this is up and running with the clinics being held during the week.

Autumn/Winter Flu/Covid Campaign - It was confirmed all clinics are set, with the first one on Saturday 5 October, with patients booked in and staffing organized. A special mention to Kim Palmer who has done an amazing job in organising everything from the booking of patients and vaccine delivery to rota's for both staff and volunteers.

The PPG volunteers' rota's for car park duties were also in place for all the clinics.

Storrington Pharmacy – has confirmed opening their new premises, adjacent to the surgery, on Monday 7 October 2024 (Mon – Fri Only)

GPs working to rule

The Glebe GPs are not taking part in this as it would compromise patient care.

PCN Quarterly Meeting – 17 September 2024

A PPG member attended this meeting which was held in Henfield Village Hall. One of the main topics was mental health issues in young people and what could be done to support them.

The PCN data leads gave an update on the number of DNAs (did not attend) for appointments, this is still a concern?

GPAH – GP Access Hubs

These out-of-hours clinics, had as of Friday 27 September gone into liquidation. Plans are being looked at and discussions taking place with the rest of the PCN to look at how to provide this service going forward as it is a part of the GMA contract that we provide an out-of-hours service.

Query re Complaints

Complaints currently are relatively low, just 2 or 3 being investigated. Those that we get are mainly complaining about the service not meeting their high expectations.

AOB

New car park signs to be installed in both the patient and staff car parks.

It has been noted that the sign in West Street showing the way for pedestrians to the Glebe Surgery was pointing in completely the wrong direction and requires cleaning. We will investigate as to who is responsible for this sign to see if it can be realigned and cleaned.

The next update on these briefing notes will be following the January 2025 meeting.

Tony Sewell
PPG Chair