

Woodbridge Hill Surgery

Patient Participation Group Meeting

01/09/25 6.30pm

Attendees: Michelle Harcus (Practice Manager), Dr Aumran Tahir, Dr Tarek Radwan
Members of the PPG Group Marie Purchase

Apologies:

Agenda Item	Discussion
Action Log	The practice is still looking at recruitment of younger members to the group and will look at getting this out via our Social Media.
Digital Inclusion	The practice is developing a Patient experience survey as part of it's Digital Poverty project. Will feed back to the group at the next meeting. Things to consider is how patients prefer to be contacted, ESOL (English as a second language) and would a QR code help patients to access information. Emails addresses are checked regularly but it was questioned whether email is used frequently. When patient's submit a request it asks how they would like to be contacted.
Surgery Sinage	The practice has purchased a photo board to inform patients of staff. We discussed the CQC requirement for posters and information and discussed a new notice board near the internal window in the waiting room. Work is ongoing to improve the notice boards and sinage outside the Practice has been updated.
Staff Update	New Nurse practitioner has started. - Kremena 3 new trainee doctors have started We currently have Pharmacy students from Kingston University, and Year 1 and Year 2 Medical students from Surrey University. We also have 2 FY2 student doctors due to start with us. The practice is focused on providing Continuity of Care as this is most important, alongside supervising and training the next generation of doctors. Following Prof De Lusignan and Dr Carlyon's retirement, patients will be reallocated to the new Partners and informed of new Usual GP.

Any other business?	The Flu clinical is booked up. Anne Rouse and John Simpson from the PPG to attend to support the practice in recruiting new PPG members and also in handing out digital questionnaires to support the Digital Inclusion work.
Date of next meeting	Tuesday 18 th November – on Zoom – Agenda sent out at least one week before

Actions:

Action	Who	Outcome
Photo Board to Practice	Michelle	
Look at TV in waiting room	Aumran/Michelle	

Recruitment drive for PPG	Michelle/Anne/Grace	
Develop questionnaire for Digital and Access feedback	Aumran	
Recruit new PPG members while attending the Flu Clinic	Anne/John	