

Woodbridge Hill Surgery

Patient Participation Group Meeting

18-11-25 6.30pm on Zoom

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

Apologies: Sarah, Graham, Marian, Tarek and Aumran

Agenda Item	Discussion
Action Log	No response on the Joint PCN PPG, Michelle will check in with PCN Practice Managers. Michelle to discuss the reallocation of patients with the partners and action.
Update from Flu/Covid clinics	<p>There was feedback from those who attended the Saturday Flu Clinic. They considered the queue was too long extending outside in cold weather. They felt there was not enough staff in attendance to manage the queue. The practice also noted some issues and have taken some learning from it. This is the first winter where we have given Covid alongside Flu. A recall message had gone out but may not have been clear, this led to patients expecting Covid and the nurses having to take the time to explain and double check. This was the main cause for delay and caused patients to be upset. The Covid vaccine also has to be drawn up within certain timescales, this also added to the lack of available staff to manage the queue. The practice will make changes to next year. It was suggested more seats were available inside to avoid having to queue outside if weather was bad. Surgery is looking to convert the big room downstairs into 2 rooms with 2nd door accessible to the waiting room, this could possibly help moving forward. It was also agreed to ask the pharmacy to advise surgery when a patient has their flu jab there to cut down on DNA numbers. Michelle to advise on DNA numbers.</p> <p>Recruitment for the PPG resulted in a new member, who was unable to attend tonight but will be invited to future meetings.</p>
Digital Poverty	MH feedback on the results of the Digital Poverty survey, slides attached. The surgery will make appointments for those with no access and code them on the system but we would likely not have received feedback from a lot of patients without digital skills – It was suggested we use the TV or a poster to ask people to fill in the form at the surgery.
Surgery Signage	<p>It was decided to strip the notice boards down and rebuild with those required by CQC, AC offered to help with this and will work with Michelle who will let her know when this is happening.</p> <p>The sign outside the building has been updated.</p>
Staff Update	<p>Our paramedic and secretary have left. Advers are out for a full-time pharmacist or paramedic. Secretarial workload is being distributed internally with development of existing staff.</p> <p>Backlog of ADHD referrals as local services have closed down, discussion are being had with Surrey Heartlands ICB.</p> <p>The practice is also asking patients to help with Student Teaching, we have had a few patients agree to do this for us which is very helpful.</p>

Any other business?	Colin asked whether the practice was experiencing many cases of Measles, not that we are aware of but Vicky is ensuring children are called for their vaccinations. There was a query on whether the surgery are able to see if text reminders have been read. Michelle explained that this is possible with the system we use.
Date of next meeting	Tuesday 20th January – Face to Face – Agenda sent out at least one week before

Actions:

Action	Who	Outcome
Signage and Photo Board to go up in practice, Michelle to liaise with AC	Michelle	
Advise on DNA's for flu	Michelle	
Develop Poster around Digital and Access feedback	Michelle	