## Patient Participation Group Meeting Minutes Tuesday 21<sup>st</sup> January 2025 fpppg@icloud.com

**Attendees PPG**: Richard Broughton (chair), Diana Martin, Jill Spain, Jackie Mallery, Paul Rijbroek, Mervyn Granshaw, Nicholas Smith.

Attendees Surgery: Ben Taguba (PM), Sarah Boltwood (admin), Dr Mckendry

Apologies: David Willis, Judi Pollard, Nigel Northridge.

Resigned: N/A
Introductions: N/A

Action Items	Outcome	Who to Action
2. Minutes of previous meeting 19.11.2024	Agreed as accurate account.	
3. Matters Arising Not Covered Elsewhere.	Richard met with Paddy and he says he can no longer be a member of the group but would like to be kept up to date. Richard will visit him in the coming month or so. Richard has had an email exchange with Leslie and Leslie has advised he can no longer be a member of the PPG.	
4. Practice Updates.	<ul> <li>Very busy - the current system works well to maintain service during busy times as a GP can triage the clinically unwell vs patients that are more administrative needs.</li> <li>Triage system 10% increase this year, this shows the new system allows us to see more patients.</li> <li>Patients are directed to other healthcare providers i.e. clinical pharmacists, nurse practitioner, and physio.</li> <li>PPG thoughts on appointment system</li> <li>Works well for patients with IT knowledge.</li> <li>Perhaps make it more flexible in line with what other surgeries do.</li> <li>Mervyn suggested a directory of services where patients can self- refer to. Could also promote on Facebook.</li> <li>Staff</li> <li>1 nurse has left and we have a new nurse starting on 25.2.2025.</li> </ul>	

	Currently recruiting for new receptionists and we have	
	appointed 1 new receptionist so far.	
	Richard asked if a PPG member could attend one of the	
	Practice meetings to discuss group's objectives.	
	PPG asked what they can do to help the surgery:	DDC
	Help improve the service.	PPG
	Raise funds.	
	Interaction with the patient population.	
5. Future	Possible events:	
Events	<ul> <li>Update event – May 2025 (TBC) Worplesdon Memorial</li> </ul>	
	Hall has provisionally been booked for this. Nigel will	DW/NN
	help David will organise this event. Judi, Jackie and Jill	
	will help out where they can but do not want to be fully	
	committed.	
	Lifestyle event – March 2026 (TBC)	
6. Finance	Bank balance is £2027.29 no changes from last update.	
7. PPG	The next meeting is on 22.1.2025, this will be reported on for	
Chairs	next PPG meeting.	
Meeting		
8. Better	It was suggested that representatives of the other PPGs in the	
Ways of	North Guildford PCN could attend our 'pre-meetings'	
Working		
with other		
PPG's		
9. Increasing	PPG now have a new Facebook page which is public. Send any	MG/JS
Patient	items of interest to Jill or Mervyn to post.	
Engagement		
10. Date of	Tuesday 18 <sup>th</sup> march 2025 1.45-3pm.	
Next		
Meeting		
44 400	Manus was dalities on the data to forward.	B4C
11. AOB	Mervyn would like up to date information on practice numbers	MG
	of patients etc., Mervyn will email Sarah.	
	Dovid has suggested for notice to that find it difficult to you the	
	David has suggested for patients that find it difficult to use the	DDC /5/4/
	new appointment system via the web – Fairwood helpers have	PPG/DW
	offered to assist individuals who have a computer to help them	
	make an appointment. There is also a charity called "Tech	
	Angels" <u>www.surreycoalition.org.uk</u> they provide help to	
	people that are not digitally able, they can also loan tech	
	equipment and offer to sit with an individual to help/teach	
	them how to use.	
	David asked if the group would like him to pursue this idea and	
	asked if anyone is willing to help him.	