

## **Clift Surgery Patient Participation meeting**

**Friday 22<sup>nd</sup> July 1pm at Clift Surgery Agenda**

**Present:** Keith Oborn, Dr Charlotte Hutchings, Alma Kilgarriff, Claire Berry, Alex Marianos, Jan Wright, Sue Howell, Sharon Stone, Jacqui Skillet

**Apologies:** Juliet Crawley

- 1. Minutes from last meeting and matters arising. Approved.** Minutes had to be tweaked due to change in PPE requirement.
- 2. News from the Surgery and the dispensary.**

CH. The survey about Enhanced Access was aimed at both staff and patients. There were positive responses from staff, who are prepared to work extended hours. Patient response also shows they are keen to have extended hours at the surgery, particularly for hours than can accommodate those who work. The details about extended hours has to be in place by the end of August, ready for October launch. However, further responses to the survey would be welcome so the surgery can continue to monitor what patients want.

Some appointments may have to take place at other centres, including the Health Hub at Festival Place, where vaccinations are being administered. JS will distribute paper copies of the survey in Bramley and Sherfield and collect completed forms and disseminate the results to the surgery.

**Jacqui: I think it might be an idea to target the care homes in Bramley. The carers could help residents fill them in.**

**Juliet: might you be able to this in Sherborne St John?**

**CQC.**

This will happen in the near future and the surgery is working hard to get a high rating. The PPG will support the surgery by producing documentation that can support the various strands.

**Fundraising.** The surgery has a specialist doctor for women's health and it needs a special gynaecological bed to make treatment easier and more comfortable. This would have to be self-funded and the PPG will look at ways of raising money for this. There has also been a call for outside seating for those waiting for the dispensary and for those waiting for patients during appointments. KO will approach the Parish Council initially to see if there is funding available. The surgery needs to check it can accept money which is ring

fenced for funds raised. There is extremely difficult to set up a “charity” bank account

**Reintroduction of face masks for everyone attending the surgery.** Some patients are resisting this, and it has been necessary to exclude those who do not comply. The PPG will help to publicise the need to wear face coverings. We will post the relevant information.

### 3. News from the PPG.

- **Introduction of the Patient Reference Group.** It would seem sensible to replicate the processes within the other PCN surgeries. The aim to create a wider group from the surgery who could be called upon for their opinions and help when needed.
- **An AGM and associated constitution and GDPR.** Possible AGM at the end of September. Paperwork to be distributed to the PPG within the next few weeks
- **Communication.** Texts messaging from the dispensary is pretty much working successfully, but those for appointments are few and far between. Concern voiced that the people who need these appointment confirmations are the people who don't have / or are confident enough to use technology. This may be affecting DNAs?
- AK wanted it noted that the Bramley Volunteer Drivers who have been outstanding in their service and their professionalism/support. SS will produce a “Thank You/Well done” board when surgery passes on relevant comments.

### 4. News from the Chair

KO asked if any progress had been made in finding extra office space. There are ongoing discussions.

### 5. Feedback from Patients

- From email: complaint about parking for disabled spaces being used by those who are not disabled. This was acknowledged but there no space to add extra slots. **The gentleman concerned was waiting for us after our meeting. His point has been acknowledged. Could the surgery repaint the markings so they are clearer? Also a place to sit while waiting would be welcome. The PPG will look to fund raise.**

- Concern about no parent and child space was voiced sometime ago.
- Facebook posted some concern about receptionists (this will not go on public minutes)

**AOB.** We will aim to have alternate meetings with the PPG alone and the Surgery. This will allow us to focus on things we can do, without surgery input. When we get the go ahead, we will have a fund-raising meeting.

**Date of next meeting: 9<sup>th</sup> September 2022 at 1pm. If Clift Surgery needs some help, an earlier one can be arranged.**