

Clift Surgery PPG Meeting
Friday May 6th at 1pm online

Agenda

Welcome and apologies.

Present: Keith Oborn, Sue Howell, Jan Wight, Claire Berry, Charlotte O'Leary, Juliet Crawley. Jacqui Skillet,

Apologies: Alex Marianos and Sharon Stone.

Minutes and matters arising – 2 mins. Item 3 regarding extended opening hours has been resolved

New from the surgery and dispensary – Claire – 15 mins

New Doctors: Charlotte Hutchings and Victoria Freiera

New dispensary staff Nicoletta Borelli. Repeat prescriptions turnaround much quicker.

PPG to alert patients to collect their prescriptions promptly. Too many are not picked up and this will be returned to stock.

Delivery of prescriptions only on Mondays! Extra deliveries when there is a bank holiday.

Reminder that the wearing of masks is mandatory in all health situations including the surgery and hospitals. Visors can be used as a last resort. PPG to promote this.

PPG to remind patients to keep their mobile numbers up to date for text message

Bramley Volunteer drivers. Surgery needs clarification on the area the BVD covers. Access from Sherfield is difficult for patients who can't drive.

DNAs for April received. 4.3% of appointments are no shows (70 appointments ranging over a variety of appointments) but an improvement on March.

New web site – up and running. PPG to continue to monitor and give feedback if necessary.

Report from Chair

Keith had had a meeting with Whitewater Health. The PPG could have dedicated voice mail box on surgery line, which would not require work from the surgery.

Feedback from Patients – a few comments/concerns have been highlighted this month. Keith will report email Claire re concerns. There is now a complaints/comments link on the website (though not very visible)

Feedback from PPG

- **NAPP** – Sue is monitoring this. Interesting and useful. We need to move forward, and we plan to have a PPG meeting at the end of June. NAPP sends information to the PPG email address.
- **PPG email.** Jacqui will monitor this regularly ppgclift@gmail.com
- **Communications update** – PPG page, Facebook, etc. All going well, still problems about posting to Facebook. Claire to give details on what receptionists' role. We need a regularly presence in the local magazines. Sue is happy to write it but need information from the surgery. The article for the Bramley magazine must be with the editor by 12th/14th of the month (no edition in August or January). Meet your new GPs, Meet the pharmacists.
- **Feedback from PCN meetings.** Comms rep showed map of numbers. Talk from diabetic rep of the PCN.
- **Carers week – June 6th – 12th.** Sue and Kate (Friendship Walk leader) would like to hold a carers event possibly on the Saturday for 2 hours at Brocas Hall. "Care for a Cuppa". We are happy to fund the refreshments but there are no longer any free resource packs. Charlie can print. Cost of hall hire approx. £30. This is an opportunity to see if there is interest in a carers' support group. Help with set up etc would be welcome.
- **Friendship Walks.** Going well. New people coming every month and they keep coming back. Had a referral from social prescriber this week. Coming to the end of the Parish Council's grant and Sue has applied for another round of funding.
- **Coffee mornings** – Alex and Keith attend regularly, and Keith has made a notice board which is being stored at the Pavilion

AOB:

Date of next meeting: 17th June 2022 at 1pm