

Clift Surgery PPG Minutes 25th February 2022 at 1pm

Present : Keith Oborn, Charlotte, Jan Wright, Jacqui Skilett, Alex Marianos

Apologies: Sue Howell, Juliet Crawley

Minutes of last meeting: approved

News from Surgery.

- Several staff members have COVID, so short staff at the moment.
- Vaccinations for those aged 5-11 have been offered but very poor take up. Surgery will let the PPG know when the next vaccinations are available, so it can publicise
- No updates from the dispensary

Website.

- Progress is being made with MSW. Should have a draft within 2 weeks. PPG happy to test it. The new website must be updated regularly and this will be done with 24 hours via the host.
- Currently it is not compatible with EMIS and Charlie will investigate.

EConsult.

- Frustration that the same information has to be supplied every time. It might be helpful to have more than one question per page. This needs to be easier to use or people won't use it.
- PPG to test it occasionally, to check on any changes.
- Keith will contact the group who tested this previously to see what emerged from previous discussions.

Patient Access.

- Has limited use and patients need to know what it can be used for. Ideally Econsult and Patient Access could merge!

Clift Surgery PPG Survey results.

- The most used way of accessing the surgery website is via mobile phone.

Carers Group.

- Sue will expand the suggestion at the next meeting. Jacqui suggested an online support group would be welcomed as well as face to face.

Feedback from patients.

- Jan will feed back any comments received via social media – both positive and negative – to the surgery.
- **Appointments.** Now being offered at the surgery. A two week turnaround can be expected, although urgent cases will be assessed and seen as needed.

Animations.

- Still no response from the surgery about getting these personalised to the Clift Surgery. All agreed these were really useful and clear.

Updating information.

- The surgery has very out of date notices, which need removing, both in the Surgery's porch and the dispensary.
- The items supplied from Nick Brooks could be printed and posted at various spots, including the coffee mornings. Jan to look into this.

Notice Boards.

- We have a key for the boards in Bramley. Can Jacqui pass on details of the Sherfield on Loddon key holder for the notice boards?

Magazines.

- Claire will start to write for the magazines in March. This should be sent to Jan and Sue for distribution.

DNAs.

- Charlie to send out once a month for publication. It is suggested that these also are visible on the Surgery's web site.

Area Stats

- Please can we have information where the patients come from so we can make sure we target as many people as possible. This has been on the agenda before.

AOB.

- The LSE survey is thought to be no longer relevant
- Keith wants someone to attend the PCN/PPG meeting once a month on Wednesdays at 6.25. Jacqui has volunteered to represent Clift Surgery.

Date of next meeting:

