



Patient Participation Group Meeting

Time & Location: Wednesday 28th May 2025 19:00 George Clare Surgery

Present from the Practice: Dr Shirin Howell & Melissa Morley (Practice Manager)

PPG Attendees: Ron Hodson, Mary Hutson, Councillor Ann Hay, Richard Angood & Mike Quinn (Chair)

Minutes

- **Practice staffing and organisation update – staff churn/vacancies/new starters/planned training dates**
 - Surgery reception is now fully staffed
 - Recent retirement of member of staff in Dispensary leaves only one staff member to handle workload, which is variable and is generally manageable. If necessary, the Wellbeing pharmacy can cover any additional demand, so no patients are affected.
 - Continuation of in-house Dispensary under review as requirement is reducing but no decision yet.
 - New Healthcare assistant has started recently.
 - Dr Turner and Dr Angela Stevens-King are both currently on sick leave. Locum GPs are providing cover.
- **Key statistic reporting**
 - MM Shared a set of performance indicators covering complaints received, appointments data, telephone call data and friends and family feedback received. (slides attached). It was generally agreed that this provided a broader view of the surgery's activities and could be used to

present useful information to a wider audience once data collection has been continued and trends can be identified.

- RH asked if there was data on how many appointments were cancelled by the surgery when staff absences resulted in cancelled appointments. MM said that this wasn't currently collated but that all such cancellations would be rearranged as soon as possible.
- RA asked if the number of walk-in appointments was measured. MM said that it wasn't as they would simply be included in the total number of appointments made but she would investigate reception staff keeping a tally of walk-ins. It was reiterated that the preferred method of requesting an appointment is by telephone.
- **Practice initiatives – any new/revised methods or campaigns being introduced or planned**
 - Healthcare assistants are now carrying out Diabetic foot checks to improve efficiency in this area.
 - Group sessions for patients with or at risk of type 2 Diabetes are being held
 - More group sessions for some other common conditions are either planned or under consideration.
 - Flu vaccination campaign planned for September. Dates to be confirmed when known.
- **PPG e-mail and social media accounts review**
 - PPG e-mail still receiving occasional mis-directed messages. MQ asked if the automated reply was being effective in getting e-mails sent to the correct addresses. As it is not certain that e-mails were being re-sent, it was agreed that where appropriate they would be forwarded to the surgery's administration e-mail and then deleted from the PPG email account.
 - It was pointed out that apart from the e-mail address, the PPG no longer has any social media presence (agreed at last meeting) and that the Facebook page that this agenda item referred to is in fact the George Clare Surgery page. MQ apologised for the lack of clarity and confirmed that the GC surgery social media coverage was the intended topic. Content for the GC Surgery Facebook page is posted by a combination of content creators and it was agreed that the quality, usefulness and frequency of posting was to a very high standard and to be congratulated.

- Liaison with other bodies

- MQ Confirmed that contact had been made with Riverside PPG in March. An example of the Newsletter that they had produced was circulated and it was agreed that we didn't need to adopt a similar approach as there were already effective communication channels in place.
 - Healthwatch Cambridgeshire and Peterborough Patient Participation Group (PPG) Forum (North) held a session on 14th May. Unfortunately nobody from GC PPG could attend but notes from the meeting have been provided (attached) and we will be invited to future sessions as they are planned.
 - The Patients Association 2025 Annual General Meeting, Monday 16th June on Zoom. MQ will attend and report back.
 - Booked on webinar on Wednesday 2nd July- a conversation with Sir Jim Mackey, Interim Chief Executive of NHS England, hosted by Rachel Power, Chief Executive of the Patients Association. Questions can be pre-submitted and included in the session.
 - Fenland and South Fenland Integrated Neighbourhood Board meeting on Thursday 3rd July at South Fenland Business Centre. MQ and RH will attend and report back.
 - Chatteris Town Council – MQ will attend a meeting of the Council's Leisure & General Purposes Working Group on 10th June.
- **AOB**
 - a. Date of the next meeting
 - Suggested date of next meeting is Wednesday 10th September, avoiding scheduling anything in July or August due to Summer holiday absences.
 - RH asked how patients could get help with setting up and/or using the NHS app. MM said that there was a member of staff that could help with this and patients should ask for "Natalie".