



**CHAWTON PARK SURGERY**  
**PATIENT PARTICIPATION GROUP**

**MINUTES FOR MEETING ON FRIDAY 8 APRIL 2022 AT 6.30pm**

1. Welcome and apologies

- Present: Ian Saunders - Chair, Alan Matthews, Barbara, Susan, Allison, Patricia, Sandie, Fiona, Jacqui, Pam, Jane, Cathy, Nicky Wornell, Karen Smith.
- Apologies: Dr Alex Goodman, Charles, Anthony

2. Confidentiality agreements

- Ian asked each member to read and sign the Confidentiality Agreements, included in the papers, before the end of the meeting.

3. Terms of Reference

- The ToR for the Group were also included in the papers and members were asked to read these after the meeting and to contact Ian if any issues need further discussion.

4. Communications

- All those present agreed to their emails being shared with other members of the Group.
- Issues regarding communication difficulties that had arisen during the past year were discussed - it was felt in-house issues should be considered initially.
- There is a regular Practice Newsletter but circulation to those without a computer is difficult. Copies used to be left in the waiting room this had to stop.
- People asked if the new website will be available this year.
- A list of Practice staff names and their roles is available on the website.
- Previously themed coffee mornings had been held in the waiting area but this had not been possible recently.
- Members asked if it was possible to put 'notes' from the PPG meetings, not full Minutes, on the PPG website.
- People wondered if a social media page for the PPG could be set up.
- The Alton Herald or Wey Valley radio may be useful means of sending out information with articles on specific issues or using the Alton Events website, which Barbara mentioned.
- To begin to address some of these issues it was suggested a small group could be set up to look at these and other communication issues, either face to face or as a virtual group

5. Dates of future meetings

- It was decided that setting meeting dates for a year in advance was challenging due to changing circumstances. People felt that Friday evenings were difficult for some. It was agreed that meeting dates would be agreed for the next two meetings each time. It was also agreed that meetings would not include Any other Business (AOB), any items should be raised with the Chair in advance of the meeting and the Agenda agreed by the Chair & Vice Chair and finalised with the Secretary. The following dates were agreed:
  - 12 May 2022 at 6.00pm

- 23 June 2022 at 6.00pm.

#### 6. Practice Priorities NW

- Nicky Wornell, Practice Manager, gave a very useful information update to the group on the Practice, which was especially helpful for new members of the PPG.
- There are just under 11,000 patients registered with the practice now, as around 900 patients - including a Care Home, have been moved from the Bentley Village Surgery since it closed on 31 March 2022. Dr Rosser has joined the practice and has taken on most of the Bentley patients but with a GP retiring earlier in the year there is a status quo. There has not been any response to an advertisement placed for a GP over 3 weeks ago.
- The challenge for the practice is to try to make the surgery more 'user friendly' as there is a perception that it is difficult to get access to a GP.
- Nicky showed a graph of incoming and out coming telephone calls to the surgery in the past few months - as an example in March 2022 there were over 8,000 incoming telephone calls and the number of e-consults is rising. The number of Did Not Attends (DNAs) is increasing as the same time.
- There have been a number of complaints regarding difficulties with Prescriptions. Currently the GPs are signing between 400 - 600 prescriptions a day. Work has been taking place on an amended Prescription pathway with Boots pharmacy and patients are being advised to seek advice from the pharmacist rather than waiting to see a GP, but as medicines are not free as with some prescriptions this can be a disincentive.
- There are staff in new roles within the practice - such as a new paramedic post, and there is a need to educate patients that the GP is not always them appropriate professional to meet their needs.

#### 7. Working with others

- Ian acknowledged it was important for the surgery to work with the other local practices, the Wilson & Boundaries surgeries, as all are under pressure. This is not just due to the influx of patients from the Bentley surgery but also the result of the additional housing that is being built in Alton.

Next Meeting – 6.00pm 12 May 2022 at Chawton Park Surgery.