

# THE CLIFT SURGERY

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## PPG Meeting Tuesday 24<sup>th</sup> January

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### ATTENDED

David Gent (DG) - Chair, Richard Wood(RW), Vicky Clarke(VC), Ian Wilson (IW),Nigel Fisher(NF), Sarah Roberts (SR)

### APOLOGIES

John Darker, Howard Perkins, Antonia Dewhurst

### MINUTES OF LAST MEETING

- 1.1 The minutes of the last meeting were approved.
- 1.2 Matters arising: The effectiveness of PPG visits to the surgery was questioned. The men found it awkward approaching female patients and VC said that her experience was that patients (while polite) were not particularly anxious to engage.
- 1.3 DG asked NF if the PPG was needed or wanted.  
NF said it was both.
- 1.4 What is it's purpose?  
NF said that was harder to answer, but boiled down to "Is there anything that could be improved?"
- 1.5 The Virtual Group : does it still exist?  
NF and SR said that it did, but that it needed expanding. (1.4 and 1.5 to be considered together, as the Virtual Group is a significant factor in the Purpose of the PPG)
- 1.6 The presence of a partner doctor was considered to be crucial to the effectiveness of the PPG  
This might involve reconsidering the timing of the meetings.
- 1.7 PPG training is apparently available from NAPP (to which the surgery pays a subscription)

### SURGERY AND STAFF UPDATE

- 2.1 NF said he hoped that work on the surgery will start in July. With a 6 month estimate, it should be finished in early 2018. He also expected a formal plan to be in place by the time of the next meeting.  
The work will be financed by the developers.
- 2.2 Although the surgery space will be extended, it may not be possible to recruit extra doctors in the present climate. However, the Nurse Practitioner is extremely efficient. Appointments are not available on  
line, as reception staff have a list of what she can deal with, so appointments need to go through reception.

### VIRTUAL GROUP

- 3.1 More recruitment is needed as this is where the feedback comes from.(partially answering the question of the purpose of the PPG}  
IW said that Steve Myers, an IT expert and erstwhile Microsoft engineer, had expressed an interest in joining the PPG and would be willing to take on tube website.  
IW suggested that we should look at other virtual groups. Tadley has a very good website.
- 3.2 The Virtual Group would enable a much broader cross section and age group to be heard, as they would not be constrained by working hours or young families etc.
- 3.3 To Do:  
Contact Steve Myers  
Look at the Tadley website. SR will talk to the Tadley Practice Manager.  
Concentrate on expanding the Virtual Group.

## **TRIAGE**

The reception staff are managing this very well.

And the system appears to be working well with patients, especially commuters or those who find surgery hours difficult.

There may be more feedback on this from the Virtual Group.

6 The next meeting will be on 15th March at 13.00

7 There was no other business.

The only item that I think is missing is that Sarah was asked to include members of the PPG onto the list of the Virtual Group members so that we were aware of the information being sent to the Virtual Group.