



Sunnyside

## Sunnyside Surgery Patient Participation Group (PPG) Meeting Minutes

**Date-** Monday 09 January 2023

**Time-** 6pm

**Attendees-** Lin Rees – Practice Manager  
SW – Patient Representative  
CR - Patient Representative  
GR- Patient Representative  
RL - Patient Representative  
TS – Patient Representative  
EW – Patient Representative  
Sophie Rees -

**Apologies-** None

| Agenda Item | Notes  |
|-------------|--|
| 1           | Sue Ward welcomed everyone to the meeting.   |
| 2           | Minutes of previous meeting were accepted as an accurate record.<br><br>Action point to be carried forward: <ul style="list-style-type: none"><li>• EW to circulate final version of terms of reference</li></ul>  |
| 3           | Update from LR<br><br><b>Practice News:</b> a new GP is starting 1 <sup>st</sup> February; two registrars also starting shortly; two new receptionists starting this week (one to replace a receptionist going on maternity leave). Staffing situation now good, though the last few months have been difficult particularly with staff off with sickness. The practice was supported by the ICB.<br><br><b>Patient figures:</b> in December, 2310 patients were seen face to face, 1550 patients by phone<br><br><b>Flu vaccines:</b> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• children (2 to 3 year olds) difficult to get in for flu vaccine; have until end of March to offer vaccine but the practice is in the bottom 10 in Cornwall. Over 65's flu vaccines not complete but it may pick up after Christmas.</li> <li>• If patients are vaccinated elsewhere, at a pharmacy, then the practice will be notified.</li> <li>• Vaccines are order a year in advance.</li> <li>• It is possible that in future years, vaccines will be dealt with centrally and not by GP practices.</li> </ul> <p>Patient Survey: the results of the Friends and family survey were shared. The questions asked were:</p> <ul style="list-style-type: none"> <li>• How would you rate your visit to the surgery?</li> <li>• Would you recommend the survey?</li> <li>• Any other comments.</li> </ul> <p>LR is looking at whether comments could be published on the website if respondents give consent.</p> <p><b>Website</b> – the group agreed that the website was now very good. Lin asked that if anything was missing, to let her know. The group were asked for ideas for things to include under the news section.</p> <p>Following the introduction of forms on the website, 48 patients had registered online, and others had requested changes of address, and repeat prescriptions. A general contact form had been removed as the few people who used it were making personal medical inquiries. Using texts was a good way to get messages to patients, however it does mean that not all patients will get those messages as it is not always possible to send a letter.</p> <p><b>Practice leaflet / TV screen</b> – to be the next focus, now the website has been finalised.</p> |
| 4 | <p>Communication to patients re generic replacements to prescription medication</p> <p>SW put this on the agenda after receiving a replacement inhaler but without any explanation as to why the change had been made.</p> <p>It was agreed that there were often good reasons to make a change – including supply issues, cost and greener alternatives – but patients should be informed. Lin confirmed that the practice should do this, and they will plan for any future big switches, perhaps using text to inform patients.</p> <p><b>Actions</b><br/>Lin to report back on the plan for managing future big switches</p>  |
| 5 | <p>AOB</p> <p>The email about a “Beautiful Day Out” had been circulated prior to the meeting and a number of PPG members had said that they were available, but had not been invited to the proposed session.</p> <p><b>Actions</b><br/>Sophie agreed to follow up to confirm when and where the meeting is happening and feed back to members.</p>   |

|   |   |
|---|---|
| 6 | Date of Next Meeting<br><br>The next meeting will be held on <b>Monday 27 March 2023 at 6pm</b> |
| 7 | Meeting closed at 6:50pm  |