

**PPG Meeting
24th April 2025 at 6pm
Held over MS Teams**

Attendees

PPG: Mike Etkind (Chair), John Deakin, Jackie Walker, Gita Kadirgamar & Alice McMurdo (Minute taker)

Surgery: Dr Sian Roberts, Laura Russell, and Dr Karen Waddington

Apologies: Bob Cox

Meeting Minutes:

1. Welcome & apologies

Mike opened the meeting and led introductions for Dr Waddington.

2. Minutes of last meeting and matters arising

Video appointments – Laura stated that they would prefer to arrange a face-to-face appointment instead however they can accommodate video calls if requested by the patient, though not many request this. Mike questioned if patients were aware this was an option and Laura said they can look to communicate this on the website but assured that if a patient could not make a face-to-face appointment this would be offered.

Quiet space for patients to talk to receptionists - there is no dedicated space however all reception staff are confident in taking a patient into a back office or similar if needed and they do ask patients if they want a private space if they need to discuss something delicate.

Mike asked if a small sign could be put up, so all patients were aware this was an option, and all members of the PPG agreed with this.

It was agreed that the surgery would trial putting up a sign for two weeks to see whether this was beneficial or difficult to manage.

Self-help tab - it was agreed the PPG would look at out of the meeting and report back if anything needed to be raised to Bucks Healthcare.

It was also agreed that the meaning of the acronym ADHD would be added for those that were not familiar with it.

Is INT focus now on 'hospital to home' rather than frailty? Dr Roberts reported that while there is overlap with the two the hospital to home service could be more robust.

3. Surgery update

Dr Waddington has joined as a new partner and Dr Davidson-Fox has taken on a salaried GP role. Along with Dr Stanbrook and Dr Roberts there is now a full complement of GP sessions.

Recruitment for a nurse is still ongoing however they are hoping by the next PPG meeting to have successfully recruited as interviews are upcoming. Lyn and Lucy are still at the surgery as is Sarah the paramedic.

There are new PCN staff working alongside the surgery, though the roles remain the same, including social prescribers and mental health practitioners.

Reception has one vacancy.

Mike asked if the local Facebook group had been used to advertise for a receptionist and Laura responded that this has not been successful in the past, so they are using the NHS jobs website and Indeed.

John remarked that the website needed updating with the current staff and Laura advised this was in hand and will include biographies for the GP's, though the news section has included updates on the new partners and those that have left.

Jackie asked if the information on COVID was still needed on the website and Laura advised that they are led by the PCN on this, but it is still needed and relevant for patients.

4. Refresh of comms for online triage (2 documents attached: suggested revision/update of FAQs and possible text about patient availability for call backs)

Laura advised that this is ongoing, and they will be discussing at their meeting tonight what updates to make and they want to ensure they avoid lots of communication being sent to patients.

Mike offered to look at what they put together for feedback.

Laura advised that a current struggle is the push back from patients on appointments and they need to compose communication on this clearly to set better expectations for patients. Mike advised that prior to the meeting he and Alice, to obtain the view of a member of the group that works full time, shared their feedback on a proposed statement.

5. Recruiting PPG committee members

Dr Roberts said that while they have not identified anyone yet they will continue trying to and the leaflet Mike put together is in the waiting room. It was agreed the leaflet will also be shared with the clinicians to use during sessions where appropriate.

Mike shared his concern that following new patients now registering online only one new member has joined the virtual group.

Laura explained that they are asked in the welcome email and during the new patient check, however they are not able to add it to the online form as it is the standard NHS one.

There was a discussion about other ways to promote the PPG including a sign in the pharmacy, though it was felt a passive sign would not generate interest, current members promoting the group to friends/neighbours and the PPG being present to marshal where needed at clinics or being present during busy morning sessions at the surgery.

6. PPG response to survey on Pharmaceutical Needs Assessment (attached for information)

The Council is consulting on the current assessment, aimed to determine whether there are enough pharmacies and if they are providing the right service, and the PPG had sent in a response.

7. AOB : new chair of PCN patients group; 50% cuts in ICB running costs [Integrated Care Board Cuts – What Does It All Mean? | The King's Fund](#) ; no PCN notification to PPGs of Little Kingshill Baptist Church NHS App and digital support session.

The new PCN patients group chair also chairs Amersham Health Centre PPG.

The issues around the upcoming changes to the ICB were discussed.

Mike advised that he let Lynne from the PCN know that the PPG were not made aware of the digital support session running at the Little Kingshill Baptist Church and she advised we would be for future sessions.

John asked what position the PPG fund was in and Laura updated that there is enough to cover the upcoming work to the ECG machine, however this will use the remaining balance due to the new parts needed.

Mike raised some feedback from a patient that had said they were unable to arrange a health check as they were only offered an appointment 3 weeks in advance and couldn't commit that far ahead.

Laura acknowledged the frustration and stated that these checks require two appointments and there is only one nurse that can carry them out and they happened to be on annual leave when the patient was trying to book which is why the lead time was so long and this will not be an issue once, they have the full complement of nurses. Mike subsequently fed back to the patient, who was satisfied with the explanation, although commented that if the nurse shortage had been explained to him, he would have accepted the delay without a problem.

8. Date of next meeting – Alice to arrange with Laura

Actions:

- Laura to email Mike a copy of the welcome email so the group can review what is included about joining the PPG
- Laura to arrange for a sign to be put up in the surgery by reception for a two-week trial advising patients that they can request a private space to talk to receptionists if needed
- Laura to consider adding to the website that patients can request a video call if they cannot attend a face-to-face appointment at the surgery
- PPG members to look at the self-help section on the website and share any feedback with Bucks Healthcare
- Laura to add the meaning for acronym ADHD to the self-help section of the website
- PPG to discuss spending a morning at the surgery to canvas for new members
- PPG leaflets to be shared with the clinicians so that can hand them out during clinics where appropriate
- John to update the PPG sponsor of the current balance of the fund
- Alice to arrange date of next PPG