**Dove River Practice**

**Patient Participation Group**

**Minutes of Meeting (*at Dove River Practice*)**

**16th June 2022**

**Present:**

Yvonne Courtney (Chair)

Jade Hollins (Operations Manager)

Joy Robertson

Gary Rowe (Secretary)

Apologies: Noreen Wyatt

Yvonne welcomed everyone to the meeting, the second meeting of the year.

1. **Matters Arising from the previous meeting:**
2. **To create a new PPG Screenshot** – Gary

**Action from previous meeting**: Gary had forwarded a copy of a new PPG screen. **Action Complete**

**Action:** Jade to amend the Font on the new PPG Screenshot before updating in the Practice.

**b)** **Sign GDPR Form** – Jade

**Action from previous meeting**: Jade to sign the GDPR Form and forward to Yvonne. **Action Continues**

**c)** **Relocation of PPG Noticeboard** – Jade

**Action from Previous Meeting**: Jade to try and ensure that the PPG Noticeboard is visible to Patients when moved. **Action Continues**

**d)** **Practice’s Data** – Jade

**Action from Previous Meeting**: Jade explained that this had been discussed with the Practice and that it is not possible to extract data (e.g. No of Face2Face appointments with a Doctor). The Meeting said that this is a shame as it would help to provide information to Patients. **Action Complete**

**e)** **Practice’s Website** – Jade

**Action from Previous Meeting**: Jade reported that the Practice can only make limited changes to the Website. **Action Complete**

**f)** **PPG to sign Terms of Reference** - Jade

**Action from Previous Meeting**: Jade provided a signed copy of the PPG Terms of Reference. **Action Complete**

**g)** **NHS Guidance re Covid-19** - Jade

**Action from previous meeting**: Jade explained that the Practice has decided to continue with its Staff and Patients having to wear masks when in the Practice. **Action Complete**

**Action:** Jade to create a Post to advise Patients on Facebook.

**h)** **2021 Patient Survey Summary** - Gary

**Action from previous meeting**: Gary forwarded a copy of the PDF version of the 2021 PPG Survey Summary. **Action Complete**

**i)** **2021 Patient Survey Summary on PPG Noticeboard** - Jade

**Action from previous meeting**: Jade confirmed that a copy is now on the PPG Noticeboard. **Action Complete**

**j)** **‘Timed’ Agenda for a GP to attend** - Yvonne

**Action from previous meeting**: As a GP was unable to attend this meeting, arrangements will be made for the next meeting. **Action Continues**

**k)** **2022 PPG Objectives** – Yvonne & Gary

**Action from previous meeting**: The 2022 PPG Objectives had been circulated to PPG Members. **Action Complete**

**l)** **Tutbury Village News Articles** – Gary

**Action from previous meeting**: The two previous Articles had been forwarded to Noreen and Joy for possibly including into their respective Village News **Action Complete**

1. **AGENDA:**
2. **Patient Survey 2021 Results and Actions:** Jade

As reported at the last meeting, Jade said that Face-to-Face appointments are discussed every six weeks at the Multi-Disciplinary Team (MDT) Meeting. Also, that the Practice is now having more Face-to-Face baby appointments.

Regarding telephone calls / appointments relating to Mental Health, Jade said that Patients are asked whether they would like a Face-to-Face or a Telephone Appointment.

Other issues raised in the Survey were associated with:

* Website : Practice is still investigating how the Format and Information on the Website can be improved, but don’t seem to have access to make changes to the Website.
* Telephone System: although the System has been updated and has greatly improved, there are still ‘teething’ issues that continue to be investigated.

1. **Patient Issues / Telephone Queuing System :** Yvonne

As mentioned above, the intermittent problems with the System are investigated when they occur. The recent Patient contact to the PPG was forwarded to the Practice and followed up directly.

1. **Reachout Conference Feedback (8/6/22):** Jade

Jade explained that two persons from the Practice had attended the recent Conference. It talked about Communictions, Volunteers and Community Champions.

It had mentioned a ‘Joy App’ (which isn’t actually an APP) that will be aimed at helping Social Precsribers and help Patients to be paired with Social Prescribers.

They had recruited a Practice Care Co-ordinator that would go to Care and Residential Homes.

1. **Integrated Care System:** Yvonne

Yvonne reported that a one and a half hour Workshop had been planned and was then cancelled att he last minute. Three ‘Online’ sessions are to be arranged.

1. **PPG Terms of Reference:** Jade

As ideintfied in the Actions from the previous Meeting, a ‘Signed Copy’ was provided from the Practice.

1. **GP Partner attendance at PPG Meetings:** Jade

In order to create the best opportunity for the attendance of a GP, the Meeting agreed that future meetings would commence at 1pm. A ‘defined’ timeslot could be created that would help the GP to attend.

1. **PPG Website:** All

As identified earlier in the Meeting, there is limited opportunity to improve the PPG Website until the Practice has been able to establish who can make changes to their Website.

1. **PPG Noticeboard & Screens:** All

The PPG Noticeboard hasn’t been moved yet. The new PPG Screenshot will be incorporated onto the Waiting Room Screen.

1. **PPG Newsletter:** Gary

The latest update to the Tutbury Village News was provided for placing onto the PPG Noticeboard.

**Action**: Jade to place the Newsletter onto the PPG Noticeboard.

1. **Practice Update:** Jade

Jade reported that there will be more Face2Face Appointments available from next week, resulting in more Patients in the Waiting Room, so looking at the seating arrangements. Patients will be asked to continue to wear masks when in the Health Centre.

The CCG (Clinical Commissioning Group) are planning a Test Survey for the Practice next week, which will be on a monthly basis. Jade agreed to provide feedback to the PPG.

**Action**: Jade to provide feedback to the PPG on the CCG initiative.

A new Receptionist has started and is also the Carer’s Champion.

1. **Covid-19 Update** – Jade

Covid-19 is still very prevalent in the Community, so it is essential that everyone continues to isolate if testing positive. Vaccinations are still available for those not yet vaccinated and the second booster continues to be rolled-out to those over 75 and clinically vulnerable.

The booster is likely to be rolled-out to everyone over the age of 50 in the Autumn.

1. **Any Other Business:** All

Gary suggested that the next meeting Agenda should also discuss & plan for the 2022 PPG Patient Survey, which hopefully can also be handed-out in the Waiting Room.

1. **Date of Next Meeting will be on Thursday, 8th September 2022 @ 1.00pm.**

**Summary of Actions:**

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| 1 | To amend the Font on the PPG Screenshot and incorporate into the Waiting Room Screen. | Jade |
| 2 | To sign GDPR Form and forward to Yvonne / Gary | Jade |
| 3 | To look at moving the PPG Noticeboard to inside the Waiting Room at Tutbury where it can be viewed whilst waiting. | Jade |
| 4 | To create a Facebook Post to advise Patients that they should still wear a mask when visiting the Practice. | Jade |
| 5 | To create a ‘timed’ item on the next Agenda for a GP / Partner to attend | Yvonne |
| 6 | To place the latest Newsletter onto the PPG Noticeboard | Jade |
| 7 | To provide feedback to the PPG on the CCG initiative | Jade |