

## Trent Valley Surgery (TVS) Management Committee, Patient Participation Group (PPG)

Notes of the meeting held on  
Tuesday 6 October 2020 at 15:00h remotely via Zoom

**Management Group members present:**

Caroline Coxon (Chair)

Ruth Dymock (RD) (Secretary, minutes)

Paula Bacon (Practice Manager)

David Greenop (DG)

Sylvia Bone (SB)

**Invitees in advisory and non-voting roles present:**

Fred Bridges (FB)

Kevin Connelley (KC)

	Notes	Action
	<p><b><u>Introduction by CC:</u></b> CC welcomed FB and KC, explaining their invitation to attend the committee following Torksey discussions and introducing herself and her role. Committee and guests introduced themselves.</p>	
1	<p><b><u>Apologies:</u></b> MG and SF.</p>	
2	<p><b><u>Minutes:</u></b> of last meeting 8 September 2020 were agreed as accurate. PB to arrange posting on website.</p>	<b>PB</b>
3	<p><b><u>Matters Arising:</u></b> 5. Re: postponed Torksey meeting and comments from Torksey patients: CC felt that rich material had been amassed in preparatory notes for this, which PB has since been working on in conjunction with Dr Nagappa. PB stated responses have been made to each point, a broad response to be sent to the PPG management committee within the next week and a half ahead of a Zoom meeting. KC felt that much of the document had not needed a detailed response, but was instead intended to give a flavour of the feelings of those patients who had been unhappy with procedural changes and communication from the surgery during the period of Covid-19 in the last six months. He was disappointed the meeting had not taken place but accepts the current situation. PB claimed surgery wants to improve, and that the PPG is excellent forum for both neg and positive feedback. Excellent comments had been received from patients at last Saturday's flu clinic, where nurses worked hard at creating a slick clinical procedure with patients feeling safe and well cared for. CC agreed a Zoom meeting to be set up for ongoing conversation, with at least a week's notice and representatives to be invited.</p>	<b>CC/PB</b>

	<p>KC asked why TVS has only two doctors when at Glebe they have six. PB explained that the ratio at TVS of one GP per 2000 patient is usual. Dr Nanthakumar is now employed as salaried GP, also 2 Advanced Nurse Practitioners &amp; 2 Practice Nurses. The surgery is hoping to expand to accept patients from new housing developments in Saxilby.</p> <p>Delivery of medications to Torksey patients on set days was to commence from Wed 7 Oct using a paid driver with safeguarding awareness. Further staff might possibly be needed to help in future. KC mentioned this was an ideal example of how good communication can inform patients of changing services and processes.</p>	
<p><b>4.</b></p>	<p><b><u>PPG and Communication:</u></b></p> <p>CC introduced this discussion session, saying she felt we as PPG committee should go back to basics. The PPG’s aims were not all about fund raising, although this was one helpful function. The PPG leaflet upgrade, put on hold meantime, and distribution of notes of meetings on noticeboards and surgery website, were intended to inform/involve the patient population.</p> <p>DG pointed out that aim 4 of the PPG Constitution says that “the PPG Group shall represent the patients of TVS and facilitate communication between the Practice and its patients”. He felt the current plan of screen info and leaflets would assist this. He also reminded the meeting that 200 names had been received from patients some time ago following the group’s request for names of people willing to participate. This initiative had stalled however as Data Protection privacy laws did not allow retention of names/emails on private gmail addresses, and the passage of time might mean that these were no longer valid. He suggested other safe ways of communicating using other IT packages, letters and facebook. The meeting agreed that we need to find ways to improve communication, to support surgery and patients.</p> <p>RD suggested a summary of meeting notes/actions to be put in local magazines/facebook pages. SB asked who would write/agree this, and general discussion ensued as to whether it needed to be agreed with draft minutes at the following meeting, which would make it less timely. KC felt notice boards a waste of time though FB felt people would read items on village board.</p> <p>CC reminded the committee of our Constitution, and that we should inform Practice patients about their representatives on the Committee and ask if they are interested in helping with opinion-finding etc. But that maybe a summary meantime would fill a gap. There was general agreement on the principle, if it were noted that full minutes would be found on the surgery website. The meeting agreed with CC that it was our responsibility to get our information to TVS patients to understand the function of their PPG.</p> <p>DG reminded the meeting that all Practice patients could be members of the PPG by agreeing to do so.</p> <p>CC volunteered to write the first submission, to explain what the PPG was about, how the committee was intending to assist in improving Practice communication,</p>	<p><b>ALL</b></p>

	and how to access information about it, which could be entered in local magazines including The Foss Focus, and Torksey Elms magazine as well as the Practice webpage in the PPG section and local informative facebook pages. The meeting agreed to this.	<b>CC</b>
<b>5.</b>	<b><u>Local Primary Care Network Council:</u></b> a volunteer from the PPG committee will be needed to attend these meetings which are to be set up remotely by the Quality and Experience Committee of the Lincolnshire CCG. These have one person from each PPG, designed to retain the local patient voice. Dates awaited. CC pointed out that many GP surgeries are without a voice in these forums and that it was most important to have representation at our local CCG etc.	<b>ALL</b>
<b>6.</b>	<b><u>AOB:</u></b> none.	
<b>7.</b>	<b><u>11. Date and Time of Next Meeting:</u> Tuesday 10 November 2020 at 3pm to be set up via Zoom. Please send any apologies to RD in advance.</b>	<b>ALL</b>