

Trent Valley Surgery (TVS) Patient Participation Group (PPCG)

Notes of the meeting held on
Tuesday 11 February 2020 at 17:30h
Trent Valley Surgery, Sykes Lane, Saxilby, Lincoln

Present:

Caroline Coxon (Chair)	Ruth Dymock (RD) (Secretary, minutes)
Paula Bacon (PB)	Marion Goldacre (MG) (Treasurer)
Sylvia Bone (SB)	David Greenop (DG)
Denis Browne (DB)	Natalie Mawer (NM)
Carol Breddington (CB)	

1. Apologies

Sue Ford (SF)

Notes	Action
<p><u>2/3. Minutes 21/01/20 and matters arising</u> 3.1. CC confirmed she has written to VC. 3.3. Text messaging: Practice confirmed that patients only receive confirmation of an appointment by text if their mobile number is noted as the preferred number. Others will not get texts. There are no textual reminders. PG to check this again 9. DG confirmed 30 people have subscribed to Dementia Awareness course on 16/3/20, PPG supporting event. 10.1. Friends/family test /complaints and Privacy Notice to assist in gaining patient perspective to be put on agenda for next meeting 17/3/20, RD to liaise with PB meantime. NM had been praised particularly by a patient for her care, seconded by CB. Minutes were approved as a true record.</p>	<p>PG DG RD/PB</p>
<p><u>4. PPG screen details, leaflet, website review</u> i) PB confirmed that changes can be made to website and screen details by IT surgery lead on request. RD felt that writing on the screen about the PPG needs enlarging and shortening to invite the interest of more of the patient population. ii) Discussion on re-vamped/shortened leaflet ensued, with emphasis on its need to be current and easily available in waiting room. SB felt revised versions of leaflet over-emphasised fund-raising, not a prime function of Patient Participation, and that this would make leaflets out of date quickly, adding associated printing costs. SB suggested using NHS terms of reference as designed before the revision. CB also felt logo could be more eye-catching.</p>	<p>PB</p>

<p>RD to arrange with others as required and finalise leaflet for next meeting's approval.</p> <p>DG suggested a newsletter could be produced regularly alongside, which would be more up to date, including Healthwatch issues if deemed suitable, and in which fund raising might be promoted as required - both could note that some fundraising is "supported". This newsletter could be printed in smaller quantities than the leaflet and distributed as an email attachment regularly to those who have shown interest via the privacy notice. This met with general approval. RD to investigate with DG.</p> <p>It was agreed that we need to look again at the membership form on web site, last updated 20/6/19, to revise/update. Suggestion was made that a subgroup of patients needs to be involved in this work in progress, how to identify these still for discussion.</p> <p>Item to be put on agenda for next meeting to note results from Friends and Family test in order to examine ways the PPG may be involved in improvements.</p>	<p>SB/DG/RD</p> <p>RD/DG</p> <p>ALL</p> <p>RD/PB</p>
<p><u>5. Steps 2 Change</u> DB talked to the group about this talking therapy. NM noted that her reviews of those with chronic diseases includes both physical and mental health review which can lead to self-referrals to such therapies. Meeting agreed that awareness could be raised by adding this to the surgery screen to assist in health promotion and representation of patients of the Practice.</p>	<p>PB/ALL</p>
<p><u>6. Review from Treasurer</u> MG reported that £1,659.73 was in the account at 1/12/19. It was agreed by the meeting that a new cheque for £440 should be raised for the surgery TV screen as this had been budgeted but not gone through the bank in April 2019. Monies for the examination couch were yet to be paid to the Practice. MG to meet with SF and CC for signing bank accounts on Friday 14/2/20.</p>	<p>MG/PB MG/CC/SF</p>
<p><u>7. Practice update</u></p> <p>i) Electric examination couch arrived today and will be set up tomorrow.</p> <p>ii) Glebe surgery is setting up a PPG – they to phone CC for advice.</p> <p>iii) Two nurses are retiring: some routine appointments may be postponed Two new receptionists are starting including one at Torksey.</p> <p>iv) Building work applications under Section 106 monies have been submitted to build another clinical room via internal reconfiguration of upstairs rooms. An application is also being made to use the old Health Visitor room upstairs, at present unused, into a bigger admin area, and a small room for dispensing pharmacy trays.</p>	<p>PB</p> <p>CC</p> <p>ALL</p> <p>PB</p>

<p><u>8. Fund Raising update</u> i) Little London Park Tea Torksey ladies have asked to raise £1000 for Trent Valley surgery. The group agreed to approve this.</p>	PB/ALL
<p><u>9. Regional Healthwatch etc.</u> RD had attended this regular update today and found it helpful in updating local management and dialogue with CCG. The new Lincolnshire CCG will commence on 1 April 2010, but local groups such as Patient Council will still meet and feed into the larger CCG, to ensure local needs are still addressed. It was agreed that we should continue to represent our PPG at this meeting, next due on 14/4. RD and CC to attend.</p>	CC/RD
<p><u>10. AGM date</u> CC confirmed date for this is 9 June 2020, patient groups to be informed a month in advance, date to go on Screen and website please.</p>	PB
<p><u>11. AOB</u> i) No public updates yet re sale of Torksey surgery, except to reiterate that it will remain as a surgery.</p>	PB
<p><u>11. Date and Time of Next Meeting</u> Meeting closed at 18.30h. Next meeting Tuesday 17 March 2020 at 5.30pm at TVS.</p>	ALL