**Summary of discussion points and actions agreed**

1. Present – Paul Midgley, Petra Westlake, Tammie Daly, Mike Prior, Chris Jones, Janet Coleman

Check in around how is everyone coping/staying healthy, etc. Mostly pretty well considering.

1. Apologies for absence - Tom Wedgewood sent apologies
2. FOCUS TOPIC – How has the Practice adapted to running during COVID-19?

CJ gave an update. First few weeks were manic trying to adapt to social distancing, cordoning off sections for suspected COVID patients, getting PPE, etc. Then a quite period as many patients stayed away. Now getting busier but not back to pre-COVID levels.

Consultations – 90% now remote (at least GP consultations). Now video tech is in place, increasing number of web calls. Phone/video works well, all GPs settling into it. Libby WFH, CJ too. Receptionists now on shifts and fewer working at a time to maintain social distancing. Nurses still seeing most patients in person for injections, bloods, etc. Full PPE for f2f consultations. Supply of PPE hasn’t really been an issue and remains good. CCG and Partners Health have been great. Practice Managers have all their meetings on Videocalls. Works pretty well. Patient feedback is great. Most happy with remote and when having f2f love how quickly they get seen!

1. Virtual communications in absence of F2F meetings:

Zoom seems to work fine for the meetings so group agreed to carry on using this format whilst f2f restrictions apply. Future meetings to stay 1 hour. Invite for August meeting already sent, 5-6pm 6th August

Facebook page set up. Currently only Petra, Paul and Janet are on it.   
First you need a Facebook account. Most people have one – all at the meeting are on FB.

New Facebook feedback and themes every month. Paul to add fortnightly Notts CCG bulletins to PPG FB page. PW is FB admin.

ACTION: PW to invite others onto the Musters PPG Facebook page.

WhatsApp

Also setting up a Musters PPG WhatsApp group.

ACTION: Paul needs mobile numbers for John Prestage, Chris Jones, Tom Wedgewood to invite to WhatsApp group. Can the above also ensure they have the WhatsApp app on their phones please?

Both WhatsApp and Facebook groups can include far more members than the usual core f2f PPG so a good chance to revive the virtual group

NHS App – CJ says more people are using to make appointments but has caused some confusion as weve had online access for years and the app isn’t that easy to first get on. In long run better as has more functions including ‘Patients Know Best’ patient held record – useful for patients with many different touchpoints who want to share their record with other HCPs etc outside the practice

ACTION: August agenda item – NHS App, helping people to login and use it

Expanding PPG during lockdown – [re]engaging virtual group

ACTION: Paul to email all virtual group members on the old database, inviting to join either/both groups. Or to opt out.

1. Summary of Actions agreed & key messages for Virtual PPG members, Facebook group, Practice TV, RAPID, WB PPGs, WB Wire – see above’
2. Close and depart at 6pm

**Dates of 2020 PPG meetings**

All Zoom meetings commence 5pm, close 6pm, first Thursday bi-monthly till social distancing relaxed

6th August; 1st October; 3rd December

**Potential future focus topics to consider**

* PartnersHealth/Rushcliffe PCN local service development initiatives as part of the local rollout of the NHS Long Term Plan **(standing item)**
* WB Neighbourhood PPGs Forum feedback **(standing item)**
* ‘Basics’ and questionnaire
* Common medical complaints, how the practice approaches them, and what patients can do to better manage them – agree schedule
* Antimicrobial Stewardship (wise use of antibiotics)
* Invite Dr Peacheyto address patient survey results as her husband works at St Georges MP (what do they do differently?)
* Prevention (self-care) education as future PPG focus topic. Discuss jointly with CASTLE PPG

**Progress against actions/new actions/ideas for Rushcliffe PPG Conference Please see on action log and above highlighted yellow**

* **CJ** to send via MJog to all 16-21 year olds on practice register asking if they would like to join a MMP Health WhatsApp group (good for their Personal Statement etc) – see previous problem

**Still can’t action**

* **CJ** – agenda item for Jan QPDM – what topics would staff/doctors like highlighting on TV/leaflet rack? To follow up and move to May
* **JC, HN and PW** to review website and see if they can find the NHS app to review after a suggestion that an app would be ideal – said not linked to practice website!!
* **CJ -** re-training reception staff to offer wider range of appointments including weekend appointments – and listen to what patient wants
* **PM** – include prevention (self care) education as future PPG focus topic. Discuss with CASTLE PPG
  + **keep as future item – awaiting Dr Griffith’s input on behalf of PartnersHealth/PCN. Ask JB, JP to be approached for case study story of walk TW to contact Chris for case study for facebook**
* **PM/Nikki Lucas/PartnersHealth** An opportunity to explore linking TV messages to the new NHS app so patients get pinged a health message on their Smartphone when they enter the practice CJ has discussed with Nikki. Review after plan is written for PCN

**Carry forward to RAPID Group** with Nikki Lucas/

**PM/Nikki Lucas** – centrally coordinate Health Info on TVs via Partners Health **Carry forward to RAPID Group**

**PM contact Elaine Cooper**- Need a MH Patient Support Self help group similar to the diabetes group across Rushcliffe PCN (like the diabetes group). **Carry forward to RAPID Group – directory of support groups please**

**Plus questions about loss of Rushcliffe services e.g. Carers, LLWIR etc, when will they be replaced and will Rushcliffe get access to some City commissioned services e.g. Autism support on referral?**

* **JB** MH resources into leaflet rack- PPG could use our educational resources to support patients to access self help e.g. mindfulness, Headspace app, Couth app, etc. Currently nothing in the leaflet rack specifically on MH support but needs to be. **–JB to organise into themes still to be actioned (as AT has left)**
* **JB** – use JP’s list to order relevant leaflets for patient information racks under key headings
* **JP** Invite Dr Peacheyto address patient survey results at next PPG as her husband works at St Georges MP so she has insight into both practices. (HP joined full time in December as a salaried GP) Still to be actioned maybe arrange a fertilisation meeting with their PPG
* **JP** to revisit practice newsletters now RB has retired Still to be actioned
* **MP** – add content to TV slides in advance of major national awareness weeks and cycle content to keep fresh – **done. Check they’re on the telly!!**
* **MP add actions from this meeting to slides** Googling your condition may not be good for your health – put it on the slides!! It can create an expectation that the doctor then has to undo/negotiate around and can waste time