

Dove River Practice Patient Participation Group Minutes of Meeting (at Dove River Practice) 16th June 2022

Introduction:

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

1. Matters Arising from the previous meeting:

a) To create a new PPG Screenshot

Action from previous meeting: Copy of a new PPG screen forwarded. **Action Complete**

Action: To amend the Font on the new PPG Screenshot before updating in the Practice.

b) Sign GDPR Form

Action from previous meeting: To sign the GDPR Form and forward to PPG Chair. **Action Continues**

c) Relocation of PPG Noticeboard

Action from Previous Meeting: PPG Noticeboard to be visible to Patients when moved. **Action Continues**

d) Practice's Data

Action from Previous Meeting: This had been discussed with the Practice and that it is not possible to extract data. **Action Complete**

e) Practice's Website

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

f) PPG to sign Terms of Reference

Action from Previous Meeting: Signed copy of the Terms of Reference. **Action Complete**

g) NHS Guidance re Covid-19

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

Action: To create a Post to advise Patients on Facebook.

h) 2021 Patient Survey Summary

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

i) 2021 Patient Survey Summary on PPG Noticeboard

Action from previous meeting: Copy is on the PPG Noticeboard. **Action Complete**

j) 'Timed' Agenda for a GP to attend

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

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

I) Tutbury Village News Article

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

2. AGENDA:

1. Patient Survey 2021 Results and Actions:

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, Patients are now asked whether they would like a Face-to-Face or a Telephone Appointment.

2. Patient Issues / Telephone Queuing System :

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.

3. Reachout Conference Feedback (8/6/22):

Two persons from the Practice had attended the recent Conference. It talked about Communications, Volunteers and Community Champions. It had mentioned a 'Joy App', aimed at helping Social Prescribers 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.

4. Integrated Care System:

A half hour Workshop had been planned and was then cancelled at the last minute. Three 'Online' sessions are to be arranged.

5. PPG Terms of Reference:

As identified in the Actions from the previous Meeting, a 'Signed Copy' was provided from the Practice.

6. GP Partner attendance at PPG Meetings:

Future meetings would commence at 1pm. A 'defined' timeslot could be created to enable a GP to attend.

7. PPG Website:

Limited opportunity to improve the PPG Website until the Practice knows who can make changes.

8. PPG Noticeboard & Screens:

The PPG Noticeboard hasn't been moved yet. New PPG Screenshot to be added to the Waiting Room Screen.

9. PPG Newsletter:

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

Action: To place the Newsletter onto the PPG Noticeboard.

10. Practice Update:

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) planning a Test Survey and feedback will be provided to the PPG.

Action: To provide feedback to the PPG on the CCG initiative.

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

11. 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.

12. 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.

13. 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. | |
| 2 | To sign GDPR Form and forward to Yvonne / Gary | |
| 3 | To look at moving the PPG Noticeboard to inside the Waiting Room at Tutbury where it can be viewed whilst waiting. | |
| 4 | To create a Facebook Post to advise Patients that they should still wear a mask when visiting the Practice. | |
| 5 | To create a 'timed' item on the next Agenda for a GP / Partner to attend | |
| 6 | To place the latest Newsletter onto the PPG Noticeboard | |
| 7 | To provide feedback to the PPG on the CCG initiative | |