

Dove River Practice Patient Participation Group Minutes of Meeting (at Dove River Practice, Sudbury) 8th December 2022

1. Introduction

The Chairperson welcomed everyone to the Meeting.

2. Matters Arising from the previous meeting:

a) To amend font size on a new PPG Screenshot

Action from previous meeting: Font size amended. **Action Complete.**

Action: To check that Screen can be seen by Patients at Sudbury.

b) Sign GDPR Form

Action from previous meeting: Operations Manager to sign the GDPR Form and forward to Chairperson. **Action Continues**

c) Relocation of PPG Noticeboard

Action from Previous Meeting: Action cancelled until the Noticeboard is moved.

d) Facebook Post

Action from previous meeting: Jade to create a 'Post' on Facebook to advise Patients about Practice information. **Action Continues**

Practice provided update on current staffing situation. This could be used for Facebook.

Action: Gary to draft a message for 'Posting' on the Dove River Practice Facebook Page.

e) 'Timed' Agenda for a GP to attend

Action from previous meeting: GP Partner attended the meeting. **Action Complete**

f) Place the PPG Newsletter on the PPG Noticeboard

Action from previous meeting: Has been placed on the Noticeboard. **Action Complete**

g) Provide Feedback to the PPG on the CCG Initiative

Action from previous meeting: To be provided at the next meeting. CCG (Clinical Commissioning Group) is now ICB (Integrated Care Board) **Action Continues**

3. AGENDA:

1. PPG Survey 2022:

PPG Survey wording is agreed. Meeting agreed that the next PPG Survey will take place in February 2023. Operations Manager reported that a link to the PPG Survey can be done to any Patient with a Mobile Phone.

Action: Rota required for PPG Members to help with Survey.

Action: Survey PDF copy to be placed on the Dove River Practice Website.

Action: Operations Manager to put PPG Survey on the Website.

Action: Ops Mgr to send the PPG Survey Link to Patients, with mobile phone, in February

2. Patient Issues / Telephone Queuing System

Any 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. Care Quality Commission (CQC) Inspection Results

GP Partner reported that the CQC Inspection had been 'challenging', as they have a rigid set of questions to be answered, but that they had provided a "Overall Good" rating.

4. GP Partner Update

The PPG had provided some questions for GP Partner to cover during his attendance. GP Partner reported that this is a very challenging time for the Practice as a shortage of Doctors, Nurses and Administrative staff is impacting on the number of appointments available at busiest time of the year, but the Practice is trying to keep the Service going.

The Practice used to have six GP Partners and it currently has three, with one of these stepping down at the end of the month. This puts a greater load on the two remaining GP Partners. Although the Practice has three GP Locums, some only wish to work Part-time.

A Senior Nurse and a Junior Nurse both left and the practice has advertised their replacement, but this takes time.

In addition, some of the Administrative Staff left and these vacancies have also been advertised. A New Receptionist is starting prior to Christmas.

Dr Fulford also reported that the Practice has obtained some funding for the provision of 'Additional Roles' (ARs) via the NHS' Additional Roles Reimbursement Scheme. These are roles defined by the NHS (e.g. Clinical Pharmacists, First Contact Physiotherapists, Physicians Associates etc). These will be advertised.

The PPG thanked Dr Fulford for his attendance at such a busy time.

5. Practice and Covid Update

Some problems recently with the Telephone System (e.g. those in the queue were not being updated on progress). It is believed that this has now been resolved.

The NHS notified all applicable Patients that their Covid Booster is available to book, with many going to the Pirelli Stadium. Discussions underway regarding Spring Covid Booster.

6. PPG Newsletter

PPG didn't have anything to report in the last Issue of the Tutbury Village News, but will create a Newsletter to reflect today's GP Partner update.

Action: To create a PPG Newsletter in the New Year.

7. Patient Issues and Member Discussions – All

Nothing discussed

8. Any Other Business: All

Nothing raised

9. Date of Next Meeting will be on Thursday, 16th March 2023 @ 1.00pm.

Other 'provisional' 2023 PPG Meeting dates are:

Thursday, 15th June 2023

Thursday, 7th September 2023

Thursday, 7th December 2023

Summary of Actions:

1	To look at the location & sound for the Patient Screen at Sudbury	
2	To sign GDPR Form and forward to Chairperson	
3	To Create a Facebook Post on the current Practice staffing challenges	
4	To create a Facebook Post to advise Patients that they should still wear a mask when visiting the Practice.	
5	To provide feedback to the PPG on the CCG / ICB initiative	
6	To create a Rota for PPG Members to help with the PPG Survey	
7	Send a PDF Copy of the PPG Survey to Operations Manager	
8	To put the PPG Survey on the Website	
9	To circulate a link for the PPG Survey to Patients with a Mobile Phone	
10	Create a PPG Newsletter in the New Year	