**Dove River Practice**

**Patient Participation Group**

**Minutes of Meeting (*via Social Media*)**

**9th September 2021**

**Introduction:**

Yvonne welcomed Jenny and Sarah to the meeting and everyone introduced themselves. Yvonne reported that David, the Co-Chair, has step-down from the PPG. She thanked him for his work. Emma, the Sudbury Pharmacy Manager, has also stepped-down from the Group.

Yvonne then explained that this PPG has been going for about 10 years. It had 14 members, but reduced to 2 in early 2021. Emma Watson stood in as PPG lead whilst the Practice was awaiting a new Practice Manger. Jade Hollins was appointed as Operations Manager and will take over the Practice lead of the PPG.

Yvonne also explained that we are in the early stages of re-forming the PPG.

1. **Matters Arising from the previous meeting:**
2. **Patient Survey** – Yvonne (Item is on the Agenda, so will be covered later in the Meeting).

**Action from previous meeting**: To update the Survey for 2021, look at the wording of Question 4, update the email address and the space for Comments on the Draft 2021 Survey: **Action Complete**

**b)** **PPG Leaflet** – Gary (Item is on the Agenda, so will be covered later in the Meeting).

**Action from previous meeting**: To create a new PPG Leaflet for placing at each Surgery and to be attached to the 2021 PPG Survey. **Action Complete**

**c)** **To create a screen, on the Waiting Room Screen, about the PPG** – Jade

Jade explained that there is information on the Screen in the Waiting Room at the Practice, but this needs to be updated.

**Action**: Jade to forward a copy of the PPG Screenshot to Yvonne and Gary.

**d)** **PPG Website** – Jade

Jade stated that the pre-2018 data has been removed from the Website and archived.

**Action from Previous Meeting**: To look at the PPG Website to see whether pre-2018 information could be archived. **Action Complete**

**e)** **Crystal Ear** – Jade

PPG had been asked whether the Practice could recommend their services. Unfortunately, the practice is not able to recommend this service as it is a private service and hasn’t been contracted-out by the practice.

**Action from Previous Meeting**: To forward the ladies details, regarding Crystal Ear, to Jade. **Action Complete**

**f)** **Dove River Personnel details** - Yvonne

Emma had circulated a document showing the roles and personnel names in the Practice.

**Action from Previous Meeting**: To circulate details on the Practices’ Personnel to PPG Members. **Action Complete**

**Action**: Yvonne to circulate the document to the new PPG Members.

**g)** **GDPR Form** – Yvonne (Item is on the Agenda, so will be covered later in the Meeting).

**Action from previous meeting**: To create a Dove River Practice PPG GDPR Consent Form. **Action Complete**

**g)** **PPG Engagement Group** - Yvonne

Yvonne explained that our PPG has an open invite to attend, if we wish.

**Action from previous meeting**: To circulate the minutes of the Engagement Group, when he receives them. **Action Complete**

**g)** **Patient Contact** - Noreen

The Patients details had been forwarded to Jade and this was followed-up.

**Action from previous meeting**: To ask the patient to contact Emma or Jade regarding data on the NHS App. **Action Complete**

**h)** **PPG** **Terms of Reference** - Yvonne

This Item is on the Agenda, so will be covered later in the Meeting.

**Action from previous meeting**: To add “Terms of Reference” to a future Agenda. **Action Complete**

1. **AGENDA:**
2. **Patient Survey 2021:** Yvonne

Yvonne stated that the 2021 Survey had been agreed at the last meeting. No Survey had been created in 2020, so this one has been created with Covid-19 in mind.

The meeting agreed that the Survey should be available at a number of locations. The PPG Leaflet should also be attached to every Survey, to explain to Patients the role of the PPG.

The Meeting suggested that a Poster is created and placed in the Surgeries and local Pharmacy to inform Dove River Patients.

**Action**: Gary to create a Poster to advertise the 2021 Patient Survey and circulate to PPG Members for comment.

The Meeting agreed that the Survey should be undertaken between 1st to 30th November 2021.

**Action**: Gary to forward a copy of the Survey and PPG Leaflet to Jade.

**Action**: Jade to print sufficient copies of the Survey and PPG Leaflet and place in each Surgery.

1. **PPG Leaflet:** Gary

Gary explained that a new PPG Leaflet had been created which explains the role of the PPG and includes a ‘Comments’ part, which Patients can complete and return to the Surgery.

1. **PPG Membership / Virtual Members:** Yvonne

Other PPGs have Members who attend Meeting and ‘Virtual’ Members, who just want to receive the Minutes and other regular Information. The new GDPR (General Data Protection Regulations) Form asks Members to confirm which they would like to be. It would be great to try and create a large ‘Virtual’ PPG Membership.

**Action**: PPG Members to complete the GDPR Form and return to Yvonne by the end of September.

1. **Terms of Reference:** Yvonne

The 2016 Terms of Reference sent to the Group. Two items were deleted and the Group revised some of the points and wording.

**Action**: Gary agreed to create a new PPG “Terms of Reference” and circulate to the PPG for comments

1. **Website and Contacts Form:** Yvonne

There are too many Consent Forms (4) on the website. Jade agreed to look to reduce these forms so that there was just the updated one

Yvonne had also forward information from three Patients to Jade, who shared them with the Practice. Not every Patient wanted to be contacted back.

1. **PPG Noticeboard:** Gary

Need to improve the content of the PPG Noticeboard in the Surgery and its location.

**Action:** Jade to look at moving the notice board to inside the Waiting Room at Tutbury where it can be viewed whilst waiting.

1. **PPG Newsletter:** Gary

The PPG should produce a regular (e.g. six monthly) Newsletter, which is placed on the Noticeboard. Consider something at a future meeting.

1. **Practice Update:** Jade

Jade reported that the Practice has a new Partner – Dr Venkat Palaniapann.

As reported in the national news, there is currently a ‘Blood Bottle’ shortage.

The Meeting suggested the need for the Practice to consider publishing the “number of face to face appointments” and telephone consultations per month to help reassure patients.

Action: Jade agreed to discuss with the Practice. It was felt that these could be added to the screen or website.

Jade also said that the Practice were going to continue with some telephone appointments as this helped to see more patients.

1. **Covid Update:** Jade

Patient appointments continue to be a mix of Face2Face and Phonecalls, but the Practice are continually reviewing whether to continue with the Covid restrictions.

Vaccines are to be ‘rolled-out’ to Over 12s and an announcement is expected soon regarding a Booster Vaccination Programme in the Autumn. These will probably be done at the Pirelli Stadium and Uttoxeter Racecourse.

Also starting to ‘roll-out’ the Flu Vaccination Programme to the Over-65s. Most Patients should receive a Text Message to let them know. The first ones are on the 25th September and the second on the 23rd October.

1. **PPG Email Address Change:** Yvonne

Yvonne reported that there had been a problem recently with the new PPG email address, so this has now been changed to [doveriverppg2@gmail.com](mailto:doveriverppg2@gmail.com).

1. **Any Other Business:** All

PPG had been asked whether the Practice will be undertaking a ‘Lessons Learned’ as a result of Covid-19. No specific details were available at the moment, but the Practice will do so in the future. Jade said that one of the lessons learned was the effectiveness of telephone appointments for some patients and that this helped the practice to free up time in order to liaise with more patients therefore this would be continued.

1. **Date of Next Meeting will be on Wednesday, 1st December 2021 @ 10.00am. A decision will be made nearer the time, whether this will be a Face2Face or via Zoom.**

**Action:** Yvonne and Gary will also look at dates for the 2022 meeting so that these can bein everyone’s diaries.

**Action:** Jade to look at possible rooms for the next meeting.

**Summary of Actions:**

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| 1 | To provide a Screenshot of the PPG information on the Practice Screen to Yvonne and Gary | Jade |
| 2 | To circulate details on the Practices’ Personnel to the new PPG Members | Yvonne |
| 3 | To create a Poster to advertise the 2021 Patient Survey and circulate to PPG Members for comment | Gary |
| 4 | To forward a copy of the Survey and PPG Leaflet to Jade. | Gary |
| 5 | To print sufficient copies of the Survey and PPG Leaflet and place in each Surgery. | Jade |
| 6 | To complete the GDPR Form and return to Yvonne. | PPG Members |
| 7 | To create a new PPG “Terms of Reference” and circulate to the PPG for comments | Gary |
| 8 | To look at moving the notice board to inside the Waiting Room at Tutbury where it can be viewed whilst waiting. | Jade |
| 9 | To discuss with the Practice. It was felt that these could be added to the screen or website. | Jade |
| 10 | To look at dates for the 2022 meetings | Yvonne / Gary |
| 11 | To look at possible rooms for the next meeting | Jade |