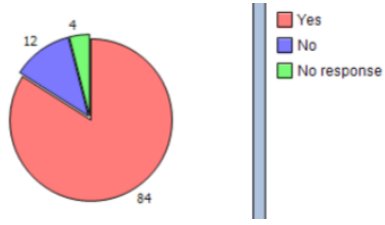


P.P.G. MEETING

Date: Thursday 20th May 2021
@ 12.00pm
Location: Virtual - Zoom



Minutes

Persons Present:	David Stagg, Pam Burlingham, Janice Lloyd, Susan Andrews, Sarah Giles, Rosie Davies, Sam Rasib.
1) Apologies:	Sam welcomed and thanked everyone for attending the meeting and apologized for having to cancel the previous one. Apologies: Betty Chapman, Emma Anderson
2) Minutes of previous meeting held 12th January 2021:	Minutes of meeting agreed as correct.
3) Managers Report:	<p><u>Survey Results:</u></p> <p>SR - I would like to thank the members for approving the questions for the survey.</p> <p>As discussed, this was done differently this year and we did receive a good response. In total we received 673 responses (this equates to 12% of the practice population). This was positive and an increase from previous years.</p> <p>As you all know, we had a total of 6 questions, most were very general. However, the few that I would like to pick up on are as follow:</p> <p><u>Q3: Although the Practice has had to continue operating using different methods, have you been able to access GP services throughout the pandemic when needed (including via Patient Access)?</u></p> <p>Positive response – 84% answered yes, 12% no and 4% no response</p> <div style="text-align: right;">  </div> <p><u>Q4: What kind of support would you personally find</u></p>

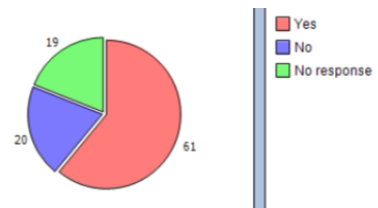
useful to be offered at the Practice as a result of COVID-19?

General trend from the responses received were to say that they would like to see someone f-2-f. (Can share some of the responses)

We identified what was being requested and created an action to introduce face-to-face GP appointments as soon as we possibly could. I am pleased to say that we did manage to get a few Locum GPs on board to offer these appts. and this was introduced in April 21. We will continue this despite not given the official go ahead from NHS England/CCG to implement this change. We are one of the first practice in the area that has introduced the f-2-f.

Q5: The practice has recently introduced a new system for dealing with prescription re-ordering. If you have signed up for this, has this been helpful and would it save you time moving forward?

61% had benefited from 'Extended Prescribing'. It has been recognized by other practices within the area that are now looking at implementing the same/similar systems.



Sam asked what members felt about the way we conduct future survey's, it was agreed that the text messaging method would be better as the level of response is likely to be higher.

Newsletter:

Emma kindly asked the members for some input but as we didn't receive anything I tried to add what I thought would be relevant.

This was shared with everyone electronically as promised and added to the practice website.

Next Newsletter is due to be released on 1st September 2021. I know this seems like some time away but could everyone please start to email items, which they would like us to add to this newsletter.

PPG Future Plans:

SR: I know David mentioned that he and other members were losing interest. You have all been great and provided me with loads of support since I started and I really don't want to lose you as a group.

Therefore, I would like to get your thoughts on what we need to do to help stimulate you to ensure that the interest is not lost.

At the end of the day this a Patient group and I need you guys

	<p>to demonstrate a commitment to delivering results as a group. We need your support. We want to continue to improve the practice to ensure that the patient's are receiving the best possible care and to do this I need the members to take some kind of control. I need you to come up with ideas and then work with Rosie and myself to provide us with a clear direction on what we need to do to implement the changes.</p> <p><i>Members of the PPG need to act as a voice on behalf of other patients and work with us to make improvements.</i></p> <p><u>COVID Vaccine Programme:</u> This is going really well, at present we are working on second doses for 40+ and 1st doses for 30-40 year old.</p>
6) Group Business:	None
7) Chairman Nominations:	David kindly offered to step up to provide a leadership role for the group (not Chairman) if all PPG members were in agreement. SR asked all members present and everyone was in agreement.
8) Any other Business:	<p>Janice provided an up-to-date email address to RD. RD to update PPG contact list to ensure that we are holding the correct contact details for everyone.</p> <p>David asked members if they were still happy for him to forward them emails from the CCG – all members agreed to this.</p> <p>David spoke a little bit about the District PPG group, SR advised that maybe the group should consider have contact with each other outside of the meetings to discuss issues amongst them and then feed them back to the CCG as a group.</p>
9) Date next Meeting	SR asked the members about their thoughts on future meeting method, it was agreed that Face-to-face meetings are probably better as more can be discussed. Therefore the aim would be to try and set this for August providing it is safe to do so. Time & Date: TBC

Date of Next Meeting: TBC