



## Trent Valley Surgery (TVS) Management Committee, Patient Participation Group (PPG)

Notes of the meeting held on  
Tuesday 12 January 2021 at 16:00h remotely via Zoom

**Management Group members present:**

Caroline Coxon (CC) Chair  
 Ruth Dymock (RD) (Secretary, minutes)  
 Sylvia Bone (SB)  
 David Greenop (DG)  
 Paula Bacon (PB (Practice Manager)

	Notes	Action
1	<b>Apologies:</b> Marion Goulding, Treasurer.	
2	<b>Minutes:</b> of last meeting 8 December 2020 were agreed as accurate. Stacey to be asked to post them on the surgery website to ensure PPG communications up to date.	CC
3	<p><b>Matters Arising:</b>            CC thanked Stacey via PB for quick action on moving the PPG section on the surgery website so that it is more visible/user-friendly.</p> <p>Group was asked if they had seen PPG entries in Elms magazine/Foss Focus and for any feedback. RD said she thought the FF entry rather long and would make it shorter next time. It did include info on the supplementary flu vaccination programmes, as requested.</p> <p>SB mentioned that accessing the e-consult form was still difficult despite revised instruction wording. For review (see discussion/action in last part of 4).</p> <p>Covid vaccination management to be addressed in PB report at this meeting.            CCG Practice Care Network to have inaugural meeting remotely on 19 Jan 10am-noon, CC attending on our behalf, to see what other PPGs are doing. If others from the group wish to attend, please contact CC or RD for link.</p>	<p>PB</p> <p>RD</p> <p>ALL</p> <p>CC</p>

<p>4</p>	<p><b><u>Practice Manager's update:</u></b>  PB confirmed that covid vaccinations will commence this week and next week, details arriving during our meeting. Primary Care Network (PCN) is jointly administering this - this includes Brigg, Gainsborough and Saxilby (both Saxilby practices, Caskgate Street and Cleveland surgeries, and Hibaldstow).</p> <p>TVS is to take responsibility for residents and carers in Saxilby Care Home and Howson Care Centre, and the invitation programme will then roll out jointly by the Network to over 80s and other vulnerable patients w/c 18 January 2021, working through the patient population.</p> <p>Patients will be invited to John Coupland Hospital, Trentside Wing, in the first instance, with housebound patients visited separately. Pfizer vaccine (needing low temp control) will be given to patients at JCH, with others receiving the Astra Zeneca vaccine. Both need a second dose, probably within 12 weeks. More information to come but patients have been waiting with varying degrees of patience, while work has gone on behind the scenes. PB asks that if we can encourage patients not to phone meantime it would be helpful.</p> <p>DG reminded PB that the Voluntary Car Service (VCS) could be available for transport to JCH.</p> <p>The meeting also asked PB if we could help by marshalling volunteers but PB felt that at present JCH has sufficient helpers. However we may need to find volunteers to help as stewards etc in the coming weeks as the programme progresses.</p> <p>The meeting discussed how communications might be delivered to patients without raising false hopes, SB giving as an example that friends in other areas had received vaccinations while we were being asked to be patient and that it would happen. PB explained that the desk became inundated with patients wanting more details when there was no information to give. Meeting agreed that she now arrange for a statement to go on the surgery screen to give general information and an explanation that the programme is starting in our area.</p> <p>PB agreed that the enormous amount of work and ongoing changes setting up the programme had meant some communications to patients could have been improved. The meeting felt that this is perhaps where the PPG can help in raising standards of communication and reducing volumes of enquiries to the surgery desk. It was also agreed that surgery website instructions should be less negative in their wording, and that we should review this.</p>	<p><b>PB</b></p> <p><b>ALL</b></p>
<p>5.</p>	<p><b><u>Chair Update:</u></b>  No further update at this meeting.</p>	

6.	<b><u>Treasurer Update</u></b> MG was not present but CC felt there would not have been any significant change to the financial position of the PPG this month.	
6.	<b><u>AOB:</u></b> none raised.	
7.	<b><u>11. Date and Time of Next Meeting: Tuesday 9 February 2021 at 4pm</u></b> via Zoom . Please send any agenda items or apologies to RD in advance.	<b>ALL</b>

