

**Trent Valley Surgery (TVS)
Patient Participation Group (PPCG)**

Notes of the meeting held on
Tuesday 8 September 2020 at 15:00h remotely via Zoom

Present:

Caroline Coxon (Chair)

Paula Bacon (Practice Manager)

Sylvia Bone (SB)

Ruth Dymock (RD) (Secretary, minutes)

David Greenop (DG)

Notes	Action
<p>1. <u>Apologies</u> Received from Dennis Brown.</p>	
<p>2. <u>Minutes 09/06/20</u> Minutes were approved as a true record.</p>	
<p>3. <u>Matters arising</u> 4/5 i) and ii) both agenda items for today 4/5 iii) How other PPGs functioned during the pandemic: Nettleham PPG has a different setup, and Willingham surgery did deliver medications at that time, but PPGs and NAPP had not been specifically consulted. PB commented that the PPG has been supportive throughout and she is grateful for this.</p>	
<p>4. <u>Practice update</u> over recent months during Covid-19 crisis, and summary of PB's AGM report, to be emailed to PPG members.</p> <p>i) PB felt that PPG had over the year been generous with both finance and time.</p> <p>ii) Prescription drugs to Torksey and the Elms currently being delivered by dispensary manager while other staff not available, aim to deliver to The Elms on Wednesdays and Torksey on Thursdays. Surgery looking at employing someone to do this for a few hours per week.</p> <p>iii) a) Flu vaccines commence in Sep to November, arrangements more complex this year for those shielding and for under 65s. Dates are arranged, and messages already sent out asking patients to book for these by phone. b) It was noted that patients need to phone the surgery to book flu appointments, and that the answerphone message is unduly long; this is to be shortened if possible. c) It was also noted that some patients are waiting a very long time to book – PB explained that all staff are working as hard as possible to respond to calls, and asked for patients to be understanding during this period of shortness of staff.</p>	<p>PB/RD</p> <p>PB</p> <p>ALL</p>

<p>d) It was agreed that this year the PPG will not be able to carry out our usual fundraising and questionnaire, as covid principles will require careful adherence while people move through surgery.</p> <p>iv) Torksey surgery: nurses starting to see patients here again, and doctor will be working there again in due course.</p> <p>v) The surgery is no longer to have services of the international GP, so Dr Nagappa is reviewing other ways of recruiting.</p> <p>vi) Building works at Saxilby surgery are about to start, which may create more challenges together with current covid distancing arrangements.</p>	<p>PB</p>
<p>5. Torksey Surgery meeting The meeting agreed that agenda item (7) be discussed here, with agenda item (5) held over until next month, time on Zoom being limited. Following discussion at the AGM, CC has received requests from Torksey patients asking for a meeting to be arranged with Dr Nagappa and surgery staff to explain the recent temporary closure of Torksey surgery. Updates have been posted on surgery web page and on posters at Torksey surgery. A meeting has been agreed at Torksey surgery on 22 Sep at 1pm to clarify these issues for patients. Because of covid-19 safety requirements only 5 representatives can attend with social distancing, in addition to the GP, PB, and CC. It was agreed by all present that CC should liaise with Mr Kevin Connolley to invite reps from The Elms, Torksey Parish Council, a street rep, social club and surrounding villages (DB). An invitation to patients to submit any questions in advance by 18 Sept was also to be extended via webpage and surgery screen. Notes will be taken at this meeting, but it was noted that RD will be unavailable to do so.</p>	<p>CC/PB/DB CC</p>
<p><u>6. Treasurer's report</u> MG was not present, so no current financial statement was available. It was felt that this would not have changed since the AGM last month. CC to contact MG.</p>	<p>CC</p>
<p><u>11. AOB</u> DG requested Communications be an agenda item at the next meeting, including how patients contact the PPG. The meeting agreed that this should be made a main item for discussion on that date.</p>	<p>ALL</p>
<p><u>11. Date and Time of Next Meeting</u> Tuesday 6 October 2020 at 3pm via Zoom.</p>	<p>ALL</p>