



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

**Minutes of the meeting held on
Tuesday 7 December 2021 at 16:00h remotely via Zoom**

Management Group members present:

Caroline Coxon (CC) Chair
Ruth Dymock (RD) (Secretary)
Fred Bridges (FB)
Dennis Browne (DB)
Lynn Pond (LP)

	Notes	Action
1	Apologies: Cathy Brockwell, Sue Ford, Marion Goldacre.	
2	Minutes: of the meeting 9 November 2021 were read and agreed as accurate.	
3	<p>Matters Arising:</p> <p>p1 CC had liaised with IT, so that PPG noticeboards in both surgeries were now up to date with a clear summary of PPG aims.</p> <p>P2 AOB: MG had collected some book money, but LP asked if she might pick up a further sum which had not been passed across to her. LP said that further books were waiting to go on the shelves and the meeting agreed that the original plan had been not to create further work for reception staff, but for PPG members to set up the books and collect money from tin. RD to check Torksey book stock.</p>	<p>MG</p> <p>RD</p>
4	<p>Setting goals for PPG workflow:</p> <p>CC had asked PPG members before the meeting to suggest manageable pieces of work that it might focus on; these included i) consultation about written communications; ii) understanding how telephone consultations work and the reasons for them; iii) understanding the role of different health professionals); iv) how/where to share CCG updates.</p> <p>POD: CC asked if there was further news of where the pod (for patients to take their blood pressure [BP] pre-consultation) might be sited, to make best use for both patients and clinicians. FB pointed out that having blood pressure taken away from the consultation environment was more relaxing and possibly more accurate, as well as saving valuable consultation time. <i>Following the meeting LP suggested various alternatives, see (5).</i></p>	LP

	<p>CC clarified that this dovetailed into further discussion of patients' understanding of different roles of clinicians.</p> <p>CCG: It was agreed that CCG comms should continue to be shared with all the PPG management group and summary given to wider patient group via Practice TV screen/ local magazine updates as well as PPG minutes, as at present.</p> <p>LP very open to ideas, and it was felt very important to be collaborative, DB noting that the GPs should understand we support the Practice.</p> <p>Patients leaving practice: FB felt this was a big concern, noting a number of patients in the Elms transferring to Willingham practice. He felt a lack of communication had led to poor understanding of their concerns. The group agreed with emphasis needed on good lines of communication. RD felt we needed some figures from the Practice on this if available.</p> <p>Patient Questionnaire: DB suggested a patient questionnaire, which LP said was already being planned by the surgery. The meeting agreed that we would like to support and participate in this, including sharing ideas on what might be asked eg general questions on satisfaction with service, as well as medications/dispensary, communications, access to staff. CC felt that this would link in well to the subject of patients leaving the Practice and to our suggested goals. LP said questionnaires could be carried out in various ways including by text/text reply and on paper, but that anyway equal access to various modes would be necessary.</p> <p>CC suggested that the PPG should put together six questions for the surgery to consider as Draft One. A suggested timescale for this was two weeks initially, but with upcoming holiday a date of Wed 5 Jan was suggested after the meeting closed.</p>	<p>RD</p> <p>LP</p> <p>ALL</p>
5	<p><u>Practice Manager update following the meeting</u></p> <p><i>The Zoom meeting was cut off after 40 minutes but this update was emailed in at once from LP, who agreed we need longer for these meetings. NB the January meeting is currently planned face-to-face, which may need to be reassessed the week beforehand, and future dates/times to suit all PPG members arranged.</i></p> <p><i>"We have recently recruited for two part time receptionists to start January 2022 due a current reception team member retiring in January. A practice nurse is also retiring in January, and we currently have an advert posted for a full-time nurse, ideally with respiratory qualifications to run COPD and Asthma clinics.</i></p> <p>Two musculoskeletal practitioners visit Saxilby surgery weekly rotational, to treat patients over the age of 16.</p> <ul style="list-style-type: none"> • <i>Soft tissue injuries, sprains, strains or sports injuries – upper and lower limb</i> • <i>Arthritis – any joint</i> • <i>Problems with muscles, ligaments, tendons or bone eg tennis elbow, carpal tunnel syndrome, ankle sprains</i> • <i>Spinal pain including lower back pain, thoracic and neck pain</i> • <i>Spinal pain including arm / leg symptoms +/- neurological symptoms</i> <p><i>Suggestions for site of POD:</i> <i>We could move the book case in the waiting room to free up space to install the POD, the only location that has plug sockets and a network port.</i></p>	

	<p><i>The main entrance area is a possible site with plenty of room; currently though with no points, which could possibly incur a cost.</i></p> <p><i>An alternative option is Torksey, but would reach fewer patients and not after 2.30pm.”</i></p>	
6.	<p><u>AOB (insufficient time)</u></p>	
7.	<p><u>Date and Time of Next Meeting:</u></p> <p>The meeting closed at 16.40h.</p> <p>Next meeting: Tuesday 11th January 4pm 2022 Face to Face Trent Valley Surgery – to be confirmed.</p>	<p>ALL</p>
	<p style="text-align: center;">Date and Time of following meetings:</p> <p style="text-align: center;">Tuesday 8th February 4pm 2022 Tuesday 8th March 4pm 2022</p>	

