



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

**Minutes of the meeting held on
Tuesday 8 February 2022 at 16:00h remotely via Zoom**

Management Group members present:

Caroline Coxon (CC) Chair
Ruth Dymock (RD) (Secretary)
Fred Bridges (FB)
Marion Goldacre (MG) Treasurer
Lynn Pond (LP)

	Notes	Action
1	Apologies: none received	
2	Minutes: of the meeting Tuesday 11 January 2022 were read and agreed as accurate, agreed that RD should copy Stacey Bayford (SB) into email asking for this to be added to website and notice boards. RD to do this for Torksey surgery notice board. CC asked for TVS-PPG emails to show addressee email addresses in future (not blind copied as in the past). Meeting agreed.	RD RD
3	Matters Arising: 5c: A copy of the CQC phone assessment was being made available to the PPG via email. 6) RD had not yet drafted the piece on 111 (Out-Of-Hours Care). The importance of this service for patients and professionals was emphasized by CC. RD to consult PPG members on draft before sharing more widely. Discussion was held on the appropriate use of this service, and how it might work in tandem with triage at A&E at Lincoln. A group member had experienced the Same Day Emergency Unit, which takes direct referrals and is run separately from A&E. It was felt that the group should inform itself about this.	CC/RD/ALL LP
4	Treasurer's update: £34.22 had been collected from the book collection at Saxilby surgery, giving a bank balance of £422.92. CC enquired if the PPG might help with any patient care-related needs - LP suggested an ECG machine at Torksey surgery, and will investigate. CC thanked MG for her work.	LP

5	<p><u>Practice Manager's update:</u></p> <p>a) Survey Monkey had gone out via text to a fixed number of patients on one day who had been phoned or seen by a clinician. LP reported positive feedback along with some areas of improvement. The surgery is looking at other questionnaires. Discussion continued about reaching out to a larger group number of patients, incurring a cost which the PPG offered to support. LP felt at this time the service they were receiving from the Survey Monkey was adequate and met their needs. FB offered to help with Excel software. Given that all the Survey Monkey information is anonymous and not Patient Identifiable, this offer was taken up. FB and LP to arrange a meeting to discuss further.</p> <p>CC commented that there are some out of date errors on the website, RD to check through and ask Stacey Bayford to amend.</p> <p>b) New staff: receptionist, dispensary manager, dispensers and nurses being recruited.</p> <p>A clinical pharmacist is working in the surgery weekly as part of the Primary Care Network (PCN), reviewing patient medications. The meeting agreed this is a positive move.</p> <p>c) Care Navigation: as part of this, receptionists can refer patients to pharmacy if not requiring GP or nurse. Meeting agreed this demonstrates the breadth of skills of health care workers.</p>	<p>LP</p> <p>FB and LP</p> <p>RD</p> <p>RD</p>
6	<p><u>Chairman:</u></p> <p>CC welcomed the future plans for the PPG to link into the Practice, including using surveys to spark ideas for improvement and promote the website once information on this is updated.</p> <p>RD suggested two future plans: (i) Carers' needs and (ii) awareness of a Mental Health survey https://www.lpft.nhs.uk/news-and-events/news/community-mental-health-survey-2022 by LPFT about care received (emails forwarded to the group).</p>	
7	<p><u>AOB</u></p> <p>LP mentioned the possibility of a joint event – on agenda next meeting.</p>	RD
8	<p><u>Date and Time of Next Meeting:</u></p> <p>All agreed that although Zoom meetings have worked well, face-to-face meetings should commence every 3 or 4 months, starting in April and day/time must be suitable for everyone. Future meeting dates as below. Please send any agenda items or apologies to CC or RD in advance.</p> <p>The meeting, held via two Zoom links, closed at 17.00h.</p>	ALL
	<p>Date and Time of next meeting:</p> <p>5th April 4pm Face to Face – Torksey (TBC)</p> <p>3rd May 4pm Zoom</p> <p>7th June 4pm Zoom</p> <p>5th July 4pm Zoom</p> <p>2nd August 4pm Face to Face Saxilby</p> <p>6th September 4pm Zoom</p> <p>4th October AGM - TBC and time</p>	