



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

**Minutes of the meeting held on  
Tuesday 6 July 2021 at 16:00h remotely via Zoom**

**Management Group members present:**

Caroline Coxon (CC) Chair  
 Sylvia Bone (SB)  
 Dennis Browne (DB)  
 Ruth Dymock (RD) (Secretary)  
 Sue Ford (SF)  
 Marion Goldacre (MG) (Treasurer)  
 David Greenop (DG)  
 Paula Bacon (PB) (Practice Manager)

	Notes	Action
1	<b>Apologies:</b> none received.	
2	<b>Minutes:</b> of the meeting Tuesday 8 June 2021 were read and agreed as accurate. IT Lead to put on surgery website, and PB to ensure printed copies are displayed on surgery noticeboards. CC reported improvements have been made to the PPG area on the website. Meeting was asked to note that on the Home section of the website there is a clear Family&Friends feedback form next to the PPG info, which SB would be grateful if PPG committee members could look at / encourage other patients to use to feedback.	PB/ALL
3	<b>Matters Arising</b> from meeting 8 June 2021: <b>3C:</b> Practice representation on PPG continue to be further investigated. <b>5.</b> N.A.P.P. affiliation fee has been paid. RD apologized to meeting for not having managed to represent it as arranged at the local N.A.P.P. meeting, and CC is to attend next one on 15 July. Other matters arising were on the agenda for this meeting.	PB  CC
4	<b>Practice Manager's update:</b> Photos of new surgery layout will be put up on surgery website when completed. BP pod for patients' use yet to be installed (see June minutes).  CC enquired about surgery staff morale and wellbeing, noting her awareness of stress on health staff. MG spoke for a friend who reported a very helpful receptionist, and SB/SF both added praise. The meeting asked PB to pass on these	PB

	<p>positive comments. It was agreed that staff may not show patients that they are under stress, and PB remarked that staff should not be passing on stress to patients, although staff are “only human” and try to do their best. Figures of patient confidence in TVS have recently been measured as 99% in health professionals and 97% in receptionists. CC to thank PB in writing, citing these figures.</p> <p>Staff changes: new dispensary manager from September. PB will be retiring or stepping down to 2 days a week to support a new Business Manager, if a fulltime practice manager not appointed.</p> <p>There was an enquiry about dispensary re-organisation and whether a summary of new plans could be put in the Elms Advertiser by the surgery. PB agreed to ask the Dispensary to do this – delivery is being extended to surrounding villages from 6 September, with prescription requests by patients to be received at the surgery by 1pm on Wednesday of the previous week.</p>	<p>PB/CC</p> <p>PB</p>
5.	<p><b><u>Chair Update/N.A.P.P:</u></b> Chair comments given during meeting, moved on to (7).</p>	
6.	<p><b><u>Treasurer Update:</u></b> MG continues to plan a bank visit to close the old account.</p>	MG
7.	<p><b><u>Constitution Review:</u></b> CC said there had been some feedback from Committee members on suggested changes to the TVS-PPG constitution kindly drafted by DG. Work has been proceeding on this and a copy has already been sent to members for comment. Main changes were (i) the removal of the confusing current layers with the management committee becoming the TVS-PPG, representing and reporting to the main patient body; (ii) attendance by committee members to be 50% of meetings; iii) insurance. DB asked if there was a time span that the current constitution should run before changes are made; this is annually at the AGM. There was some discussion after a query from RD about the management structure of the TVS-PPG and whether it could be simplified. The group agreed to a suggestion by CC to consult for advice on this at the next Lincolnshire-wide PPG event run by the CCG. This will need to be ratified at the AGM in September. There being no time for further Zoom discussion, other items on the agenda were held over until the next meeting.</p>	CC
10.	<p><b><u>Date and Time of Next Meeting: Tuesday 4 August 2021 at 4pm</u></b> via Zoom. Please send any agenda items or apologies to RD in advance. The meeting closed at 16.40h.</p>	ALL
	<p style="text-align: center;"><b>Date and Time of next meeting:</b> 4th August 4pm 2021</p> <p style="text-align: center;"><b>Dates and Times of next meetings:</b> 7th September 2021 – <b>AGM</b></p> <p style="text-align: center;"><b>Following dates: PB to give future meeting dates to RD please</b></p>	

