



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

**Minutes of the meeting held on  
Tuesday 9 November 2021 at 16:00h remotely via Zoom**

**Management Group members present:**

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

	Notes	Action
1	<b>Apologies:</b> none received.	
2	CC welcomed FB, saying we look forward to having him on the group if he was still willing to be co-opted as a member. He agreed, and the meeting was unanimous in voting him as a new committee member, looking forward to his input.	
3	<b>Minutes:</b> of the meeting Tuesday 7 September 2021 were read and agreed as accurate.	
4	<b>Matters Arising:</b> any matters arising were on the agenda for this meeting.	
5	<p><b>Practice Manager's update:</b>            We were joined by Lynn Pond (LP), TVS Operations Manager at TVS now in post full time. She was welcomed by those present, and she explained that she would be responsible for the everyday running of the surgery including complaints, while Cathy Brockwell would be managing finance. She thought they might both join the PPG meetings depending on timings. CC explained that the current timing was scheduled during the pandemic when face to face meetings were not possible, but that we had previously met at 5.30pm in order to accommodate people at work. She explained that the PPG considered that Practice representation was essential; PPG members were voluntary but had wide experience of business and health management, and wanted to help improve what we already know is an excellent service.</p> <p>It was also agreed by the meeting that the PPG section of the surgery website looked excellent, and CC agreed to thank Stacey Bayford (IT) for working with us to set this up. RD hoped that it might prompt some interest from patients.</p>	CC

6	<p><b><u>Treasurer update</u></b>  MG reported that there was no activity on the balance which stood at £378.97.</p>	
7	<p><b><u>Feedback from Lincolnshire-wide CCG/PPG event:</u></b> RD reported that feedback from PPG attendees was that they wished to meet in local Practice Network groups rather than as a whole new CCG. Some claimed to be having issues raising interest in their local PPG especially since remote working, and wanted a new start to with a fresh list of discussion topics, to include social prescribing.</p> <p>Also discussed was the upcoming public consultation on Stroke Service, Orthopaedic surgery, and Grantham inpatient beds / Medical Unplanned Care. Information on these had been sent to members of the TVS-PPG prior to this meeting for interest/followup. CC suggested that other members of our PPG might wish to attend one of these meetings in the future as they are useful in sharing ideas with other PPGs.</p>	ALL
8	<p><b><u>Chair report:</u></b> CC opened discussion on the speaker's comments at the AGM on 28/9 (attached). The meeting agreed that it was very informative and left us feeling there was so much that can be achieved as a PPG. The message to "think small" but to be very visible was a resounding one and hints included:</p> <ol style="list-style-type: none"> <li>Keeping to topic</li> <li>Comments box: eg improving / leaflets on show</li> <li>What patients want to see and achieve.</li> </ol> <p>FB felt it was very important for the PPG to be visible, and the meeting agreed. CC suggested we should sit in the surgery for the morning, seeing people and discussing what they would like. LP suggested a questionnaire to review patients' views, mentioning there is a good range of ages in the patient population.</p>	ALL
7.	<p><b><u>AOB</u></b></p> <ol style="list-style-type: none"> <li>Fundraising: SF was concerned that we still have not yet returned to pre-pandemic work on this, and CC agreed that this was not currently suitable.</li> <li>MG: there may be monies from selling books which needs to be addressed – LP to check.</li> <li>RD: asked if LP could please check where in the surgery the patient pod for taking BP (funded by PPG in past) might be situated in near future.</li> <li>CC thanked LP for attending, and RD for good document organisation for the AGM which ran smoothly.</li> </ol>	LP LP
10.	<p><b><u>Date and Time of Next Meeting:</u></b>  Group meeting Tuesday 7 December 4pm via Zoom. (see below). Please send any agenda items or apologies to RD in advance. Please also email any thoughts on projects (small or large) to advance our Patient Participation in TVS quality work, for discussion at that meeting.  The meeting closed at 16.40h.</p>	ALL
<p style="text-align: center;"><b>Date and Time of next meetings:</b></p> <p style="text-align: center;">Tuesday 7th December 4pm 2021 Zoom  Tuesday 11th January 4pm 2022 Face to Face Trent Valley Surgery  Tuesday 8th February 4pm 2022  Tuesday 8th March 4pm 2022</p>		

