



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

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

**Management Group members present:**

Caroline Coxon (CC) Chair  
Ruth Dymock (RD) (Secretary)  
Marion Goldacre (MG)  
Dennis Browne (DB)  
Sue Ford (SF)  
David Greenop (DG)

	Notes	Action
1	<b>Apologies:</b> from Sylvia Bone.	
2	<b>Minutes:</b> of the meeting Tuesday 3 August 2021 were read and agreed as accurate.	
3	<p><b>Matters Arising:</b></p> <p>4. CC had emailed Practice Manager PB about the need for surgery representation and will phone/contact PB for feedback. Change of AGM date had been due to the length of schedule needed for passing on information and voting prior to the meeting. Remaining AGM arrangements to be dealt with in the main agenda.</p> <p>5iii). CC had requested a fellow Chair of a PPG in Boston to comment on our revised constitution. Nothing had been heard, but CC feels v3 of the Constitution should be put to the AGM. The meeting agreed.</p> <p>5iv). IT Manager has uploaded changes to TVS-PPG section of the website with up to date information from our leaflet, which looks much more informative. Other matters arising were on the agenda for this meeting.</p>	
4	<p><b>Practice Manager's update:</b></p> <p>No member of the practice was available for this meeting. Emphasis was again agreed by the meeting that representative(s) from the surgery should attend PPG meetings.</p> <p><i>NB after the meeting PB confirmed that a new business manager, Cathy Brockwell, will commence in October Wed/Thur/Fri, with a f/t Operational Manager Lynn Pond.</i></p> <p>DB asked about covid boosters. Information not yet known, but we need to ensure that communications about this are on the surgery website. CC to speak to PB.</p>	<p>CC</p> <p>CC</p>

5.	<p><b><u>Chair Update:</u></b></p> <p>i) CC mentioned the frequent emails that we receive from Involveus/ the Lincolnshire Engagement and Inclusion Group. These are forwarded, sometimes many times, to members, and CC asked group members to think how and where we might filter these to make most impact eg post link on TVS website? To report back next time or comment via email.</p> <p>(ii) <b>AGM</b> speaker on 28 Sep is to be Diane Hansen, who will take 10 minutes at the start of the meeting on “What does an effective PPG look like?” This will include how a PPG can be managed with increasing GP inclusion in Patient Participation. SF felt this was a very good idea as many people don’t understand why we are there. DB suggested it might encourage people to join. MG asked how many hits there are on our section of the webpage, CC to enquire. SF stated that a lot of people say they are not able to get appointments, and feels something needs to be done eg getting comparison with other surgeries. CC mentioned the GP national consultation and MG suggested an explanation should be given to patients. RD agreed, and wondered how the message can be effectively put across about the new system of phoning in for telephone triage - receiving a call back to assess if an appointment is required/with which health professional. CC mentioned e-consult which the PPG has discussed in the past. We have written about this way of “getting an appointment” in local magazines with no feedback. CC suggested more positive “You said ... we did” aspects of our work. Group members standing down at the AGM include CC, DG, SB, PB and SF (tbc), with MG, DB and CB willing to continue, also RD as secretary. Reports for the AGM are to be with RD by 13/9 in order to email these with resolutions to members so that voting can proceed online in advance of the meeting, as at last year’s remote AGM. Resolutions will include voting on amended Constitution, election of committee members, and passing reports. RD will send all details with timescale soon after 13/9. DG to supply zoom link.</p>	<p>ALL</p> <p>CC</p> <p>RD/ALL DG</p>
6.	<p><b><u>Treasurer Update:</u></b></p> <p>MG reported that the bank accounts are now resolved and the old one closed as agreed. Report for AGM already received, thank you.</p>	
7.	<p><b><u>AOB</u></b></p> <p>None</p>	
10.	<p><b><u>Date and Time of Next Meeting: AGM 7pm 28 September 2021</u></b> via Zoom. Group meeting Tuesday 9 November 4pm (see below). Please send any agenda items or apologies to RD in advance. The meeting closed at 16.40h.</p>	<p>ALL</p>
	<p style="text-align: center;"><b>Date and Time of next meetings:</b></p> <p style="text-align: center;">28th September, 7pm 2021 via Zoom– <b>AGM</b>  Tuesday 9th November 4pm 2021 - Zoom  Tuesday 7th December 4pm 2021 Zoom  Tuesday 11th January 4pm 2022 Face to Face TVS  Tuesday 8th February 4pm 2022  Tuesday 8th March 4pm 2022</p>	

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