



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

**Minutes of the meeting held on  
Tuesday 7 June 2022 at 16:00h remotely via Zoom**

**Management Group members present:**

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

	Notes	Action
1	<b>Apologies:</b> MG, JT and CB.	
2	<b>Minutes:</b> of the meeting Tuesday 3 May 2022 had been read in advance and were agreed as accurate.	
3	<b>Matters Arising:</b> All these on Action Plan, which CC proposed with agreement of meeting to use as the meeting agenda. <b>Please read Action Plan for current PPG activities, on noticeboards and surgery website.</b>	<b>ALL inc TVS patients</b>
4	<b>Treasurer's update:</b> CC to check on statement for the next meeting including book income.	<b>CC</b>
5	<b>Practice Manager's update:</b> (i) <b>CQC visit:</b> postponed while Dr N away. (ii) <b>Pharmacy:</b> Medication deliveries to all areas in the surrounding villages including Brampton have been available for some months; RD to add this to PPG comms. (iii) <b>Survey:</b> results from Survey Monkey had been sent to the group (below). This was for 40 patients only, comments from 8 of them could be used as a basis for the planned PPG ftf questionnaire. Practice plan is to discuss any issues where they arise, RD to submit with Minutes for surgery website. (iv) <b>Issuing of same-day (urgent) prescriptions:</b> Dispensary manager is keen to get message across that prescriptions issued following an appointment can be accessed the same day, not to wait for monthly delivery. Discussion ensued, as it seems a patient seen at Torksey has their new prescription printed via the system at Saxilby, where they then need to collect it. The system does not easily permit changes of pharmacy.	<b>RD</b>

6	<p><b><u>Chair's update:</u></b></p> <p>(i) <b>TVS-PPG Action Plan:</b> CC asked for PPG plans and actions to be updated on this, for clarity. Document had been redrafted as requested to show geographical areas and clear targets. PPG members to check the plan for agreed actions.</p> <p>(ii) <b>Strawberry Tea:</b> to be held on Sat 16 July at Walnut House, 26 High Street, Saxilby, from 2.30 pm to 4.30pm. Funds raised will go towards an ECG machine for the surgery as well another charity to be named. SF doing flyers for this, and it has been advertised in the local magazines.</p> <p>(iii) <b>Next meeting on 5 July is in the meeting room at Saxilby Surgery when the whole meeting will be on Social Prescribing, with the Prescribing Lead of Trent PCN coming to give us a greater understanding about those who would benefit from the service. CC agreed to do a flyer.</b> Up to 10 people can attend, with f/masks, the restriction in numbers meaning that our plan of inviting Glebe PPG may be unmanageable.</p>	<p>RD/ALL</p> <p>ALL</p> <p>CC</p>
7	<p><b><u>AOB.</u></b> Taken during meeting</p>	
8	<p><b><u>Date and Time of Next Meeting:</u></b></p> <p><b>Adjusting meeting dates to bi-monthly</b> was discussed and agreed would happen following the August meeting. Six-weekly periods were discussed but felt to be overly-confusing.</p> <p>Please send any agenda items or apologies to CC or RD in advance.</p> <p>The meeting closed at 17.15h.</p>	<p>ALL</p>
	<p style="text-align: center;"><b>Date and Time of next meeting:</b></p> <p style="text-align: center;">5th July 4pm face to face. Meeting Room Saxilby Surgery, Social Prescribing  2nd August 4pm Face to Face Saxilby  11th October AGM 5pm via Zoom, PPG meeting possibly to follow?</p>	

## SUMMARY OF PATIENT QUESTIONNAIRE

Trent Valley Surgery created a digital patient questionnaire that consisted of 8 questions around Appointments, Staff, and the service that the surgery provides. The questionnaire was sent to 40 patients after they had their appointment Via Telephone or Face to Face with a clinician.

### **Q1 Patients were asked how friendly and helpful the reception staff was at TVS**

28 patients said reception staff was excellent 8 stated very good and 1 patient said the receptionist was fair.

### **Q2 Patients were asked on the type of appointment that they had received that day**

14 patients had a Telephone appointment, 16 were Face to Face appointments and 6 had a telephone appointment and then were invited to the surgery to be seen face to face.

### **Q3 Patients were asked what type of healthcare professional they saw**

17 patient had seen a GP that day, 10 has seen an Advanced Nurse Practitioner , 7 had seen a Practice nurse and 3 patients had seen another Health Professional.

### **Q4 Patients were asked on a scale of 0-5 how easy it was to make an appointment with a healthcare professional**

25 patients stated that it was extremely easy, 9 Patients stated Easy and 0 for extremely difficult.

### **Q5 Patient were asked how satisfied they were with the outcome of their appointment that they had that day.**

32 patients were very satisfied, 3 some what satisfied and 1 somewhat dissatisfied.

### **Q6 On a scale of 0-5 what number would patients rate the service provided at Trent Valley Surgery.**

29 patients excellent service, 5 good service, 3 average service and 1 patient poor service.

### **Q7 Patient were asked if they access the Trent Valley Surgery website**

15 answered Yes and 22 answered No

### **Q8 Patients were asked to identify any areas where the surgery requires improvement**

8 Patients Responses were:-

1. (one patient response) Pharmacy collection times are very limited to people working outside of the Lincolnshire area

1. (one patient response) More appointments needed for Face to Face
  
1. (one patient response) Patient had seen a ANP who was lovely and thanked her for making them feel comfortable
  
1. (one patient response) Clinicians taking a long time to call back
  
1. (one patient response) Phone calls to be given allocated time of call back
  
1. (one patient response) Explain full options of treatment
  
1. (one patient response) More appointments at Torksey and a dispensary there
  
1. (one patient response) To be able to view appointments made and make appointments online again.

