

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

Notes of the meeting held on
Tuesday 10 November 2020 at 16:00h remotely via Zoom

Management Group members present:

Caroline Coxon (CC) Chair	Ruth Dymock (RD) (Secretary, minutes)
Marion Goldacre (MG) (Treasurer)	David Greenop (DG)
Paula Bacon (PB) (Practice Manager)	Dr Suresh Nagappa

	Notes	Action
	Introduction by CC: Welcomed all present especially Dr Nagappa. Emphasised that the group is here to support PB and staff with patient liaison during these unprecedented pandemic times, not to make things more complicated.	
1	Apologies: Sue Ford and Sylvia Bone.	
2	Minutes: of last meeting 6 October 2020 were agreed as accurate.	
3	<p>Matters Arising:</p> <p>It was agreed that Stacey should continue to post PPG minutes on the surgery website, after they are agreed as accurate at the following meeting. CC to liaise directly.</p> <p>Membership: CC felt that the PPG group may need in future to reappraise its individual commitment to the management group which has its maximum of ten members, with two patients who might like to participate.</p> <p>Other items were on the day's business.</p>	CC
4.	<p>Practice Manager's update:</p> <p>A response to queries from some Torksey patients has been written by SN and PB. They have spent some time dealing with the variety of these while consulting other patients on their reactions.</p> <ol style="list-style-type: none"> 1. A driver is now employed to deliver dispensed prescriptions to Torksey, with a plan to extend this service gradually to other villages with all safety checks involved. 2. A new dynamic highly professional nursing team is now in place, all health checks are being carried out as normal, sometimes in a different way. 3. Torksey surgery remains open with a doctor and nurse in attendance, and will continue to do so. 4. The surgery is increasingly using text messages for communication. 	

	<p>5. Name tags are to be used to identify surgery staff, another useful way to ensure feedback is directed appropriately. CC emphasised that the “You said, we did” process on communication has worked positively here.</p> <p>The meeting felt that, in view of the current and prospective enormous workload on the surgery, time spent in a further meeting involving SN and PB would not be reasonable. However, ways of ensuring that those involved had a full response were discussed, with a decision made for PB to email where appropriate and to produce written copies in Torksey surgery for patient, with an intro/heading eg “The Following Types of Queries have arisen and here are the answers”.</p>	PB
5.	<p><u>Chair Update:</u> CC referred to the PPG written submission for the local papers following last month’s meeting, which had sadly been too long for the Elms. It was agreed that we should continue to insert a paragraph after each meeting, referring patients to the web page for full details. CC suggested that RD should use this opportunity to describe some of the new and varied forms of clinical consultation, while also emphasising that the PPG is about ensuring good communication and helping patients understand.</p> <p>Meantime the meeting agreed with the Chair that further plans for involving the wider patient population should remain on hold. CC did emphasise again however that both the PPG group and surgery should remain alert to any ways we can support meantime</p>	CC/RD ALL
6.	<p><u>Treasurer Update</u> There was no change in the current financial position of £378.97 in the bank, with a further small contribution to be added from the surgery book collection.</p>	
6.	<p><u>AOB:</u> none.</p>	
7.	<p><u>11. Date and Time of Next Meeting:</u> Tuesday 8 December 2020 at 4pm via Zoom. Please send any agenda items apologies to RD in advance.</p>	ALL