

# Trent Valley Surgery (TVS) Patient Participation Group (PPCG)

**Notes of the meeting held on**  
Tuesday 19 November 2019 at 17:30  
Trent Valley Surgery, Sykes Lane, Saxilby, Lincoln

**Present:**

Caroline Coxon (CC) (Chair)  
 Denis Browne (DB)  
 Carol Breddington (CB)  
 Sylvia Bone (SB)  
 Ruth Dymock (RD) (Sec)  
 Sue Ford (SF)  
 David Wall (DW)  
 David Greenop (DG)  
 Paula Bacon (PB)  
 Natalie Mawer (NW)

**Apologies**

NONE

Notes	Action
<p><b><u>1. Minutes of the previous meeting/ matters arising</u></b>            Minutes of Sept and October meetings agreed as a true record, PB to finalise these and arrange for minutes on the notice boards (RD to do this from next meeting).</p> <p><b>Matters arising:</b>            (i) “10 minutes per problem” advertised on surgery screen. Patients have been asked their views on this at random in flu clinics. Most seemed happy with it and felt they understood the reason behind it. PB reports Dr Nagappa feels that patients being treated for multiple conditions do know that these will be considered at consultation. The suggestion is rather to avoid patients attending with a ‘shopping list’ of new medical issues. The meeting felt this was appropriate.</p>	<p>PB</p> <p>ALL</p>
<p><b><u>2. Update from Chair</u></b>            Friends and Family Test (FFT). Since the SMS text messaging to obtain patient feedback stopped last week, the FFT is the only means of doing this. Feedback card can be completed in the surgery post-consultation or online. (NB: info on FFT can be found at <a href="https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/">https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/</a> ). There was discussion about how we best use these survey results, including potentially useful patient comments that the surgery holds.</p>	<p>ALL</p>

<p><b><u>3. Treasurer's report</u></b></p> <p>i) Books at present stand at £1017.13 credit – income over the period £1775.69 and expenditure £758.56.</p> <p>ii) DW reminded the meeting that this was his last as Treasurer due to personal reasons. It was agreed that meantime the group is constitutionally valid whilst looking for another treasurer, with DG and SF to remain as signatories and DW's name removed. DB agreed to get Bank forms will need to be completed to confirm this arrangement, and an unofficial audit of accounts be made by someone outside the group.</p> <p>iii) Raffle takings to be finalised.</p>	<p>SF, DW, DG</p> <p>CC</p>
<p><b><u>4. Fund Raising</u></b></p> <p>i) The meeting agreed that definite final prices for provision of a variable-height couch (see October minutes) need to be ascertained. PB investigating, also cost of bariatric alternative/upgrade for next meeting.</p> <p>ii) Books: there are sometimes surplus donated books with surgery staff needing to ask donors to take these to the church. A process to be put in place for this to avoid causing extra work, meantime no books to be accepted till further notice.</p>	<p>PB</p> <p>ALL</p>
<p><b><u>5. Practice Update</u></b></p> <p>i) Surgery POD with easy patient-friendly screen is now connected to the system to add readings including smoking history directly on to patient records, and staff are being trained on this. It was agreed that this will be an efficient way of adding value to a consultation for all age groups and types of appointment.</p> <p>ii) Staffing</p> <p>a) Recruitment of GPs: Dr Nagappa is seeing further applicants next weekend.</p> <p>b) The new healthcare assistant is now in post (see Oct minutes), with previous GP experience. One nurse has been off sick so there may be some delays in nursing appointments - Surgery is reviewing this constantly to minimise delays.</p>	<p>PB</p> <p>PB</p> <p>PB/NM</p>
<p><b><u>6. GDPR/ Website</u></b></p> <p>i) The draft privacy notice awaits review by Dr Nagappa and PB.</p> <p>ii) The PPG website also needs ratifying before use. This needs reviewing in the New Year (put on Agenda for January 2019).</p>	<p>PB</p> <p>DG</p>
<p><b><u>10. AOB</u></b></p>	

<p>DW announced he is sorry to leave but would like to keep in touch and and hopefully return at some time. The Group thanked him for his kind attention to detail as Treasurer and wished him well.</p>	<p>ALL</p>
<p><b><u>11. Date and Time of Next Meeting</u></b>          Tuesday 17 December 2019 at 5.30pm at TVS, Apologies from CC so DB kindly agreed to chair.</p>	<p>ALL</p>