

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

**Notes of the meeting held on**  
Tuesday 21 January 2020 at 17:30h  
Trent Valley Surgery, Sykes Lane, Saxilby, Lincoln

**Present:**

Sylvia Bone (SB)	Ruth Dymock (RD) (Secretary, writing minutes)
Denis Browne (DB)	Marion Goldacre (MG) (Treasurer)
Carol Breddington (CB)	Sue Ford (SF)
Caroline Coxon (Chair)	David Greenop
Natalie Mawer (NM)	

**Apologies**

Paula Bacon (PB)

Notes	Action
<b>1. Introductions</b> were renewed, CC thanking MG her for volunteering to take over the post of Treasurer.	
<b>2. Minutes of previous meeting</b> Minutes of the meeting of 17 December were agreed by as a true record.	
<b>3. Matters arising</b> i) Raffle at flu clinics: £202.60 total raised was yet to be documented for Vivienne Carmichael. CC to write to her.  ii) Meeting agreed money from book donations to be collected monthly and brought to PPG meeting for handover to MG. The aim is to not involve already busy surgery staff in this.  iii) Text messaging from surgery should go to patients' preferred number. This is being checked to ensure efficient text messaging – surgery to report back at next meeting.  iv) Meeting agreed time of meeting should both suit the whole group and make accessible to working population. To remain at 5.30pm meantime, and agreement with CC that meeting length of one hour should be adhered to.	CC  SF/DB  PB  ALL
<b>4. Chairman's review</b> CC reflected on the wider purpose of the PPG being to assist in health promotion and representation of patients of the Practice, and felt that these issues should be at the core of the meeting.	

<p>i) Update requested on the ordering of the examination/treatment couch. DG and DB explained that there are optional extras that have been considered by the surgery who will pay for these and the VAT. (NB 24/1/20 PB has ordered this).</p> <p>ii) Two members of the group had asked patients general questions at the flu clinics about patient satisfaction, and most responses were overwhelmingly positive.</p> <p>a) However one comment referred to the layout of chairs at Saxilby making it difficult for a wheelchair user to manoeuvre. NW felt that surgery staff do try to be aware of individual differing needs of patients in the waiting process but agrees “We are learning all the time”. This comment to be passed on to PB.</p> <p>b) A second query was around “Same Day” appointments, where a patient had felt that their telephone request for an appointment had been superseded by someone else who was able to walk in to the surgery being offered it instead. The Group agreed with CC that an assurance is needed from the Practice that no patient has preference over another with appointment bookings.</p> <p>However most patients seem happy with online booking and with appointment system. DB pointed out that, once the new GP starts and completes initial training, there may be more appointments available. All present agreed that receptionists do a good job and that we seem fortunate compared with some areas of GP shortage.</p> <p>iii) CC felt it would be useful to send a representative from the group to NAPP/CCG/Healthwatch meetings. DG to hand over PPG email account to RD next week to monitoring and bring these opportunities to PPG meetings.</p>	<p>PB</p> <p>PB</p> <p>PB</p> <p>PB/NM</p> <p>RD/DG</p>
<p><b><u>5. Review from Treasurer</u></b></p> <p>i) MG has had a handover from DW but needs to check reconciliation of accounts, and will report current finance situation at the next meeting.</p> <p>ii) Signatories for new bank account with Barclays agreed to be CC, MG and SF, who will liaise to organise this.</p> <p>iii) CC thanked MG very much for taking on this role.</p>	<p>MG</p> <p>CC/MG/SF</p>
<p><b><u>6. Fund Raising update</u></b></p> <p>i) Books: good numbers of books are being donated and taken at both surgeries.</p> <p>ii) POD at Saxilby was said not to be apparently obvious to all, so may not be being fully utilised. It is not transferring medical readings into patient records so staff are needing to do this manually. For review at next meeting.</p> <p>iii) No other current fundraising effort planned. However NM kindly offered large soft toy that can be used as prize in future raffles.</p>	<p>SF/DB</p> <p>NM/PB</p> <p>NM/SF</p>

<p><b><u>7. Practice Update</u></b> PB to give update on sale of Torksey surgery at next meeting, as well as further details on when the international GP starts.</p>	PB
<p><b><u>8. PPG website review, leaflet</u></b> i) Website: meeting agreed that we do urgently need to discuss this with PB, as we need to respond to those patients who have agreed to be a representative group, to be consulted from time to time on issues regarding the Practice.  ii) The PPG leaflet has been updated by SB and DG but not yet printed. RD wondered about size of print for accessibility (this also applies to surgery information screen). RD to liaise with DG and SB to finalise next meeting.</p>	PB/CC/DG  SB/RD/DG
<p><b><u>9. Dementia Awareness session</u></b> This is being arranged by DG, with expenses to be paid as agreed by PPG for Saxilby and Ingleby Good Neighbourhood Scheme (SIGNS) and PPG members. Costs estimated £40-50. Around 20 attendees so far are expected. Members asked to email DG please if wanting to attend.</p>	DG
<p><b><u>10. Any Other Business</u></b> i) <b>Complaints.</b> SF asked how the PPG can find out what complaints are being received and dealt with by the Practice. It was agreed that being aware of anonymised praise and concerns should be part of our role and should be itemised on the agenda every 3 months including Friends and Family comments. RD to ask PB to organise.  ii) CC asked about the <b>Privacy Notice</b> which is still in draft. There was no further time to discuss. CC asked that future agendas be organised so that priorities are itemised first. CC to liaise with RD on preparing this for next meeting.  iii) MG pointed out that minutes of the PPG meetings are very out of date on the board. RD to rectify and also to check TVS website.</p>	RD/PB  CC/RD  RD
<p><b><u>11. Date and Time of Next Meeting</u></b> Meeting closed at 18.30h. Next meeting Tuesday 11 February 2020 at 5.30pm at TVS. NB CC unable to attend planned AGM on 16 June. Suggested this could be rescheduled to 9 June or 23 June. RD to email members with new date.</p>	ALL  RD