

Minutes of PPG Committee Meeting

Held on Wednesday 20th July 2022 at All Saints Church

1. Welcome, Introductions and Apologies

Present: Nick Dent (Chair), Peter Maskery (Vice Chair), Francis Burgess, Clare Noble, Kathy Ricketts, David Stork, Peter Hyland, Gill Jones,

Apologies: Anne Rigby, Tansy Stewart, Gilly Davis (Operations Manager), Ian Lambert. Tania Hinde, Lisa Howells, Richard McCleod (Business Partner), Yvette Brindle (Clinical GP Partner), Christine Meagher, Jennifer Mudd (Operations Manager), Sandra Rudd, Lesley Dooley

The Chair welcomed the 5 new attendees to the meeting and thanked them for their positive response to the recent text message which invited patients to become involved with the PPG.

The chair explained that the meeting would be very informal and encouraged all present to contribute, which they did.

2. Short review of the PPG

The existing members of the PPG gave a brief history of the development of the PPG with emphasis placed on where the relationship between the Practice and the PPG was today. There were discussions regarding the two surveys, the pandemic the response including the restructuring by the Practice. Generally, the feeling of the meeting was very positive towards the Practice.

A copy of the new structure for the operation of the Practice was issued and shared with all present.

3. Items and suggestions for discussion at the September meeting.

This proved both enlightening and extremely useful as all present were asked to contribute. Those attending for the first time introduced a number of new concerns, thoughts and ideas, which it is hoped the Practice can respond to at the September meeting.

This is a summary of the main items but a full list will be distributed prior to the next meeting to give the Practice time to consider their responses.

- Very positive response to the medical care provided.
- Sympathetic to upheaval caused over last three years
- Willingness to be part of helping to move PPG forward

- Issues of communication to all patients about changes and services available
- Importance of Newsletter and how to reach all patients
- Concern over elderly and vulnerable patients having continuity of care – named medical person responsible for this group
- Volunteer group to help with non-medical matters – technology, NHS App, Patient Access, deliver PPG Newsletter.
- How many patients and ratio to GP's
- Plans to upgrade waiting area.
- Still problems with telephone system cutting off when you reach position 1.

All present were asked to submit their individual issues to the Chair or Vice-Chair so they can be compiled into a final list for discussion.

4. AOB

Due to the open nature of the meeting, there was very little else to discuss under AOB. The chair took the opportunity to ask the new attendees if following participation in the meeting and learning more about the PPG they would like to actually formally join the committee. All five new attendees confirmed yes. So, including Lesley Dooley who had sent her apologies for missing the meeting but also expressed a willingness to become involved with the PPG, that is six new members from the nine who responded to the text message. (Well done, Jennifer).

The chair will follow up the other three responses to invite them to attend the next meeting.

It was agreed that any outstanding paperwork and Terms and Conditions forms could be sorted at the next meeting.

5. Dates of next meeting

Monday 12th Sept 2022, 2.00 -3.30 All Saints Church.

Nick Dent

22/7/22