

**Victoria & Mapperley Patient Participation Group**  
**Business Meeting Minutes**  
**Meeting held on Zoom on Monday 12.06.23 at 11am**

**Present:** Cath Verhoeven (Chair) Debs Main (Secretary) Ann Hardy, Bill Brown, James Pam, Alan Wilson, Roy Sells, Sally Eaton, Martin Rudge.

**On Behalf of the Practice:** Dr H Mawji, Dr C Nightingale.

**Apologies:**

**Agenda**

1. **Ratification of minutes** - minutes of the last PPG Business Meeting 14.03.23 were ratified with minor amendments. **Action:** Debs to send pdf to Cath for website.

**2. Matters Arising:**

- **Times**
- **Practice Website** -
  - New Practice website went live at the beginning of June.
  - Wayne Taylor (web developer) will be 'web master'. PPG (Cath) will forward docs to Dr Mawji who will forward to Wayne to upload.
  - Debs commented 'News' & the Newsletter should be on the front page. Alan will contact Wayne.
  - Sally commented PPG section could have more information re how to contact the PPG.
- **Zoom v Face to Face Meetings** - Cath has received a query from a PPG member asking if we can resume face to face meetings. Potentially have September meeting at one of the practices. **Action:** Cath to check with practice
- **Information Screens** - suggested at last meeting that PPG could produce a power point to introduce PPG to patients. A short video presentation was suggested in preference to a 'dry' powerpoint (this would need to be subtitled as the sound is never switched on for the info screens). **Action:** members to send Cath suggestions of what could be included. Debs to search web to see if anything is already out there.

**3. Practice Update - Dr Nightingale:**

- **Practice Manager** - post has been advertised - only 2 applications received both not suitable. Mark Shipton is supporting Gill on Fridays and ad-hoc basis and helping with recruitment of new practice manager. Could be 2- 3 months before anyone could be in post.
- **Practice website** - new site up and running, it was suggested by the PPG that the "news" should be on the first page and patents shouldn't have to go looking of the news and in particular the newsletter.
- **Paul Ridgewell (Office Manager)** Retires on 16th June. Practice will be reviewing admin roles to fill the gaps he leaves behind.
- **GPs** - practice is looking to recruit another salaried doctor for 1 or 2 days per week in the next 2 to 3 months.
- **Bookable appointments** - the PPG commented that it is rare that any appointments available to book on line. - Dr Nightingale to check - Paul is office and rota co-ordinator leaves next week.
- **Flu jabs** for next season already ordered - uptake for under 65s not so good in the last year - around 300 wasted - likely that some patients went

to their pharmacy instead as they start earlier than GPs. **Action:** Potential PPG support in promotion of flu vaccination programme to be discussed.

- **Newsletter** - Summer newsletter now in circulation. Debs thanked all concerned for their contributions - it made a great difference having good content to edit in good time that only needed minor alterations.

#### 4. Supporting Flu Vaccination & delivery

- Vaccinations for next season already ordered - uptake for under 65s not so good in the last year - around 300 wasted inlets campaign - its likely that some patients went to their pharmacy instead as they start earlier than GPs.
- How can PPG support in promotion and delivery of flu vaccination programme?
- Vaccination arrive in surgery mid September.
- Do patients prefer drop in or pre booked appointments? PPG feel that being able to book on line important and clarity around messaging.
- Can PPG support delivery? Difficulty doing this on week days but support on Saturdays would be helpful to stream patients through building.  
**Action:** Dr Nightingale to provide dates to Cath for volunteers to be scheduled.

#### 5. Promoting Friends & Family (Cath V):

- Article included in summer newsletter.
- Need to reinstate F&F survey box in waiting rooms.
- Is there a way to do it online?
- Bill happy to help collating and reporting on results.

#### 6. AOB:

- **Making appointment difficulty** - one patient has reported that they were informed that patients could no longer make advance routine appointments and can only make an appointment if they call at 8am and the case is urgent. Dr Nightingale suggested that on the day urgent appointments are available at 8am and 2pm but are limited but there should be the ability to make an advance appointment in 2-3 weeks but these are limited to when the rotas are added but then once there are full they aren't available until the next rota is released.
- **Discover Me** is a nationwide research study looking at how health and genetic information can allow us to better understand disease. <https://www.discovermestudy.com/dmuk>. Patients have received a message from the practice saying they support it.

#### 7. Dates of PPG Business meetings:

Topic: **PPG Business Meeting**

On: **Thursday 14th September 2023** Time: **At 1pm at VHC**

Join Zoom Meeting: <https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZYcU9NRmgrZlQ3RllhUT09>

Meeting ID: **396 544 3414** Pass-code: **PPG**

**Future PPG Business Meeting Dates:** Monday, December 11th (AGM) at 1pm