

Victoria & Mapperley Patient Participation Group
Action Group Meeting Minutes
Meeting held on Zoom on Tuesday 20.06.23 at 4pm

Present: Cath Verhoeven (Chair), Debs Main (Secretary),
Anne Hardy, Bill Brown, James Pam, Alan Wilson

Apologies: None.

Agenda

1. **Ratification of minutes** - minutes of Action Group Meeting 23.05.23 were ratified with minor amendments. **Action:** Debs to send to Cath (*to forward on to Wayne*) for website.

2. Matters Arising:

- **Practice Manager** - no news from Dr Mawji as yet on any new appointment.
- **New website** - Noted that the phone numbers are incorrect for both practices <https://victoriामapperley.co.uk/contact>. Comments made on use of a very fine font make it difficult to read for those with eyesight difficulties. **Action:** Alan to communicate with Wayne PPG comments.
- **How can the PPG support the Practice?** - Cath to meet with Health & Wellbeing Coach Jason to discuss how PPG can promote the H&W agenda on 7th July.
- **Newsletter** - PPG particularly appreciated the front page article by Dr Mawji along with his and Dr Nightingale's engagement in providing articles.
- **Flu Vaccinations** - see point 3 below.
- **Paul Ridgewell** (office manager) retired last week after 20 years at the practice. Cath delivered a card and John Lewis gift voucher on behalf of the PPG which was well received by Paul.
- **Friends & Family Test** - Dr Mawji & Dr Nightingale would like the scheme re-promoted. This was also discussed at the PPG Business Meeting last week. It was agreed that the cardboard post box should be reinstated in the waiting rooms. Also agreed that it would be good for clinicians to give patients a card to complete after their appointment. Can this be done via smart phone post appointment? **Action:** Cath to follow up with Dr Nightingale. Debs to investigate use of smart phone.

3. Flu Vaccination Programme Support:

- Vaccinations for next season have already been ordered.
- Dr Mawji and Dr Nightingale have asked the PPG for their support in delivering the programme. Dr Nightingale suggested that the PPG we helpful in the past in ensuring the flow of patients on vaccination dates and volunteers would be welcome.
- First date is Saturday 30th September at both VHC and 858. **Action: Cath to find out what time & how long are the sessions.**
- It was suggested at the business meeting that the practice should make better use of social media, the website and the information screens to promote flu vaccinations - Deb offered help if needed to create posters but said these are readily available on the Public Health England campaign resource [centrehhttps://](https://)

campaignresources.phe.gov.uk/resources/

- Also mentioned that patients should be able to make an appointment online

Action: Dr Nightingale to provide Cath with more dates of clinics and Cath to draw up a rota. It would be good to have more clarity of what they would like the PPG to do before people volunteer.

4. Review PPG Business Meeting held on 12.06.23

The meeting was attended by action group and 2 other PPG members with Dr Nightingale on behalf of the practice.

- **Face-to-Face meetings versus Zoom** - Members present were surveyed to see who would prefer to have face to face meeting v Zoom. Most members said they were happy to give going back to face to face meeting a go while one member who is housebound asked if there could be a hybrid meeting where they were able to be present via zoom. Dr Nightingale said that she would look into using a laptop at VHC for this purpose for the September meeting on **Thursday 14th September at 1pm at VHC - to be a hybrid meeting**
- **Discover Me** is a nationwide research study looking at how health and genetic information can allow us to better understand disease. Dr Mawji signed up the practice to this - PPG expressed concern that there wasn't more information from the practice on this which appears to be a commercial company. Also it limits access those with a smart phone or computer and excludes those without access to technology. **Action:** It would be good to have a discussion with Dr Mawji around this at a future meeting.

5. AOB:

- Agenda for business meeting in September discussed and agreed.
- Debs to send Cath final documents for upload to website - N.B. Debs to remember to make any document draft until they are ratified.

6. Date of Next Meetings:

PPG Business Meeting Time: **Thursday 14th September at 1pm at VHC***
***to be a hybrid meeting**

Join Zoom Meeting: <https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZlYcU9NRmqrZlQ3RllhUT09>

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

PPG Action Group Meeting Time: **??? 2023 at 4pm**

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Future Business Meeting Dates: Tuesday 7pm 12th December 2023