

Victoria & Mapperley Patient Participation Group
Action Group Meeting Minutes
Meeting held on Zoom on Tuesday 25.04.23 at 4pm

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

Apologies: None.

Agenda

1. **Ratification of minutes** - minutes of Action Group Meeting 28.02.22 were ratified with minor amendments. **Action:** Debs to send to Alan for website.

2. Matters Arising:

- Is there a contractual requirement for GP practices to have a PPG? **Yes** - see 'Standard General Medical Services Contract' Part 5.2 <https://www.england.nhs.uk/publication/standard-general-medical-services-contract-23-24/> The CQC look PPG involvement under the question "Are they well led?"
- Pressures on practice - it was suggested at the last meeting that it might be helpful, to enhance patient understanding, to have something on the practice telephone message that explains difficulties effecting service. **Action:** Cath to discuss suggestion with Dr Mawji.

3. Update on Cath's meeting with Dr Mawji:

- **Website** - new website almost ready to release - there will be PPG areas but the PPG won't be able to access it. PPG will email Dr Mawji or Dr Gayden oncer per month with anything to be added and they will pass it on to Wayne to upload. Wayne will migrate the old PPG material to the PPG area on the new website otherwise that material will be lost. As minimum the following documents should be the 2023 Current Objectives, 2023 Current Constitution and the 2022 Annual Report and minutes. **Concern raised by the action group about management of the new website and clarity needed on who will ensure the website is kept up to date and fit for purpose.**

Action: Cath to send pdfs to Dr M for Wayne. The chair will send minutes monthly and the action group will monitor the website on an ongoing basis to report anything the note to be out of date. They will also perform a full annual audit to ensure the website remains fit for purpose - who and when to be arranged.

- **Practice Manager** - Nazia Rehman left last month. Only 2 applications have been received but candidates unsuitable so Gill Crawford (deputy practice manager) will be supported by Mark Shipton (*Mark was practice manager at Greendale surgery*) for 2 days per week until a suitable candidate is found.
- **Zero Tolerance** - there has been an increase in the number of patients with unacceptable behaviour at the practice which staff have to deal with. 1 patient has been removed from the practice register as a result.
- **How can the PPG support the Practice?** - Cath to meet with Health and Wellbeing

Coach - Jason to discuss how PPG can promote the H&W agenda.

- **Flu Vaccinations** - Dr M would like support from PPG for flu vaccination promotion and delivery. **Action:** add this to 13th June PPG Business meeting agenda.
- **Friends and Family Test** - Dr Mawji would like the scheme re-promoted.
Action: Cath to discuss at next action group meeting.

4. **Newsletter:**

Planned for June. Dr Mawji has agreed that Debs could email him directly to produce the newsletter and he would appreciate an email to remind him the articles are needed.

Some ideas that were suggested at previous meetings.

- 'The truth of how it really is in General Practice' - a candid article from Dr Mawji
- Death Certification - a new process from April - Dr M or Dr Nightingale to write.
- DNA's - Did not attend appointments and their effect.
- GP+ - we have had articles before and there is information on the back of every newsletter - do we need to do this again?
- Seasonal articles? Travel vaccines, hay fever, safe in the sun?
- New website.
- Health and well being coach - (Jason - Cath to discuss with him)
- Physio First - (Debs)
- Staff changes - Paul Ridgwell & Nazia leaving - also article from Dr Nightingale about Barbara Kirk retiring.
- Diabetes - suggestion as a topical issue?
- Mental Health - Nottinghamshire Health Care Trust? Signposting? (James)

Action: Debs to email Dr M (cc Dr N) for articles. Debs to confirm with Dr M that some degree of editorial control is allowed on her part.

5. **AOB:** Paul Ridgwell (office manager) leaving in June after 20 years at the practice.
Action: Cath to email PPG members to inform them if they would like to send him a card. Action Group to put money in for a gift. Cath to contact Gill for ideas.

6. **Date of Next Meetings:**

PPG Business Meeting Time: **Monday 12th June 2023 at 1pm**

Join Zoom Meeting: [https://us02web.zoom.us/j/3965443414?](https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZlYcU9NRmqrZlQ3RllhUT09)

[pwd=SWc1UVZmTWZlYcU9NRmqrZlQ3RllhUT09](https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZlYcU9NRmqrZlQ3RllhUT09)

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

PPG Action Group Meeting Time: **Tuesday, May 23rd 2023 at 4pm** (*AW apologies*)

Join Zoom Meeting: [https://us02web.zoom.us/j/3965443414?](https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZlYcU9NRmqrZlQ3RllhUT09)

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Future Business Meeting Dates:

11am 12th September, 7pm 12th December