

Victoria & Mapperley Patient Participation Group
Business Meeting Minutes
Meeting held on Zoom on Monday 13.06.22 at 11am

Present: Cath Verhoeven (Chair) Debs Main (Secretary) Bill Brown,
Sally Eaton, James Pam, Martin Rudge, Alan Wilson, Catherine Wallace,
David Stewart.
Simon Jones (Practice Manager).

Apologies: Dr Nightingale, Ann Hardy, Marion Donaldson, Roy Sells.

Agenda

1. **Ratification of minutes** - minutes of the last PPG Business Meeting held on 11.04.22 were ratified with minor amendments. **Action:** Debs to send pdf to Alan for website.

2. Matters Arising:

- **New staff** - Simon was asked if information re new staff could be added to the website staffing list along with the number of sessions that all GPs work within the practice per week. Simon agreed that this would be good and may help to enable patients to manage their expectations when making appointments. Simon commented that GP trainees time at the practice varies depending on where they are in their training.
Action: Simon will check with partners and action this.
- **Information Screens:** Has any progress been made on the information screen content? Simon said he felt the content on the screens currently, though generic, was relevant to the practice. But he felt that maybe adding specific practice information re DNAs might be beneficial.
- **GP attending PPG Meetings:** Dr Nightingale did intend to join the meeting but is on leave today.

3. Practice Update - (Simon Jones - Practice Manager):

- Simon informed the meeting that he will be leaving the practice in July. He's sad to leave but needs to reduce his commute and work closer to home. He has enjoyed his time at V&M and thanked the PPG for their engagement and support. Cath expressed on behalf of the PPG that we have very much valued his support working with us. Other PPG members present also expressed their compliments and best wishes to Simon.
- Interviews have been held today for a new practice manager and there were some strong, experienced candidates.
- Dr Sadaf Baig - is back with the practice as locum over the summer.
- Dr Worsey - is also doing a few locum sessions when needed.
- Given the previous 2 points above, Simon felt that GP cover over the summer months looks good.
- A new receptionist started this week - Adele - she will working across both surgeries.
- By the end of July patients should have full access to their records on the NHS app. Initially records from July going forward but ultimately it should be to historic records eventually. There has been a big increase in app users and this is likely to increase again once this access is available. Will this information be available on the practice website? Simon agreed that his will be the case. Simon is awaiting information from NHS England

to see if this will be actively promoted ie sending a text informing patients.

- Covid Boosters - still awaiting information re autumn boosters.
- Availability of on-line appointments - Simon has been adding appointments on add hoc appointments - he will ensure that the person adding to the GP rota template will do this in the future.

4. ActionGroup Update- (Cath V - PPG Chair):

- **Telephone Survey** - Cath sent out a survey via email to be completed via Survey Monkey - 17 people have completed the survey out of 75 people however Cath was been unable to access all of the results without paying an additional fee of £190. It was felt this was an unnecessary expense as Simon can analyse data directly from the system e.g. average wait times. On average wait time is less than 5 minutes. Data also records missed calls - ie ones where patients abandon the call.
- **PPG Notice Boards** - have been updated. **Action:** Debs to add new copies of minutes to notice board at Mapperley surgery.
- **Networking with other PPGs** - Cath has sent emails to a number of chairs of other PPGs but still awaiting a response.
- **Practice Event** - to encourage membership of PPG. Mixed views from action group as to usefulness this - decision to shelve for the moment. **Action:** Practice manager and Cath to continue to encourage clinicians to suggest PPG membership to patients when appropriate.
- **Google reviews** - negative reviews have been followed up by Simon. Cath commented that people are quick to complain and perhaps patients might like to write a positive review when they have a good experience.
- **Receptionists** - inconsistency of staff professionalism when answering call continues to be experienced by patients. Simon commented that he often reminds receptionists. A label on reception computers to remind them to introduce themselves was suggested. **Action:** Simon will action. Other issues were raised with peoples experiences of service with the receptions team which prompted training issues needed going forward. Simon commented that he will ask Gill (deputy practice manager) to ensure that certain aspects of induction training which are specific to the practice are checked (ie making appointments with appropriately trained staff). Simon will also remind staff at team meetings.

6. AOB:

- None.

7. Dates of PPG Business meetings:

On **Monday, 12th September 2022** Time: **At 11am**

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 Dec 12th at 7pm.

8. Close of Meeting: There being no further business the meeting was brought to a close.

Appendix 1

Message to PPG form Simon Jones:

Dear Cath,

Firstly, apologies for not getting chance to catch up with you on Wednesday afternoon. By the time I had read the message from Julie unfortunately you had left. It is a shame that I wasn't able to speak with you in person as there was something that I would have liked to have spoken to you about face-to-face.

It is with so much genuine sadness and regret that I've made the decision to leave Victoria and Mapperley Practice and to take a job very local to me in Derby. It's no exaggeration to say that it has been the hardest decision I've ever had to make in relation to my career.

I am currently losing at least 90 minutes each day travelling to and from the practice. I realise that this time could be better spent managing my workload or seeing my family. Ultimately it's a big risk for me as I am extremely happy at Victoria and Mapperley Practice and I realise that I am working with an extremely supportive, understanding and proactive partnership and a great team of clinical and administrative staff. However, when I'm still travelling from the west of Derby to the east of Nottingham, 4 days a week in a few years' time, then I'd probably have a degree of regret if I'd not had taken this job so close to home.

My last working day will be Wednesday 20th July but please rest assured that I will be working harder than ever during this 2 month period to make sure my departure is managed as smoothly as possible with minimal impact. We have began the recruitment process and we've already had some very strong applicants apply. Although a change of practice manager isn't ideal for continuity, I am confident that we will fill my role with a very good replacement.

I cannot emphasise how difficult this decision has been and cannot thank you enough for being such a wonderful and supportive patient group. You are an amazing chair for the PPG and have always offered me lots of support, providing feedback in an objective and reasoned way that makes for a great relationship between the practice and its patients.

I will catch up with you soon and I am of course still planning to attend the next action group meeting on 13th June.

Kind Regards,
Simon