**Dove River Practice**

**Patient Participation Group**

**Minutes of Meeting (*via Social Media*)**

**7th April 2021**

**Introduction:**

Vanessa was welcomed to the Group as a new member. Emma also said that Steve and Rachael Jordan are joining the Group.

1. **Matters Arising from the previous meeting:**
2. **Carers’ Information (Website)** - Emma / David

Emma reported that although this is still to be done, due to the Pandemic, she had met with Keira (Carers’ Champion) and are investigating whether information could be placed in a number of areas.

**b)** **Mental Health Information (Website)** - Emma

Emma stated that more information, on Mental Health, is required. Also, that the information that is currently on the website is not easy to find.

There are Links on the Practice’s Website and there is a lot of information on the Internet for Self Help resources.

**AGENDA:**

1. **Patient Survey 2021** - Emma

This was discussed and it was agreed, as there wasn’t one in 2020, to arrange for a Patient Survey to be carried out later in 2021 (e,g, September).

1. **Covid-19 Update:** Emma

Emma reported that the Vaccinations are progressing really well and are currently targeting the Over 50s, although have also invited some Over 40s.

The current focus is also on providing the 2nd Vaccinations.

The NHS App (not the NHS Covid App) can be downloaded onto a mobile phone and provides details of an individual’s Vaccination, plus much more personal data.

1. **Social Prescribing:** David

Recently met a couple of ladies who are Social Prescribing Link Workers who help with social isolation, loneliness, emotional wellbeing, healthy lifestyles financial issues, loss of confidence and volunteering. The GP can refer Patients to them. Meeting agreed this is a Service that needs to be “promoted” at the Practice.

1. **Complaints:** All

Emma stated that none had been brought to her attention. An Operations Manager has recently been recruited and complaint investigations would be led by this person.

The meeting agreed that complaints should be reviewed at the end of 2021.

1. **Chair Role:** Yvonne / David

Both David and Yvonne will Co-Chair the Group over the next two years.

1. **Recruiting New Members:** All

The Notice has been successful in recruiting four new members, which now take the Group to ten members.

1. **Data Protection:** All

The meeting agreed that the Group needs to be aware that personal data (e.g. email addresses, phone numbers etc) are not in breach of the General Data Protection Regulations (GDPR).

1. **Website Updates:** All

The meeting agreed that there is a great deal of information already on the Website (re the PPG), but David and Emma said that it is sometimes very difficult to find it.

1. **Any Other Business**

Nothing was raised.

1. **Date of Next Meeting will be 30th June 2021 10.00am. Hopefully face-to-face or via zoom**

**Summary of Actions:**

|  |  |  |
| --- | --- | --- |
| 1 | To contact the Carers’ Champion again to improve the availability of Carers’ Information on the Website / Noticeboards. | Emma |
| 2 | To contact the individual responsible for maintaining the Practice’s Website and improve visibility of Mental Health Information. | Emma |
| 3 | To have a look at appropriate questions for this year’s Patient’s Survey and circulate some recommendations to the Meeting Members. | David / Yvonne |
| 4 | To liaise with Carer’s Champion to try and put something on the Noticeboard at the two Surgeries regarding Social Prescribing. | Emma |
| 5 | To email the Notice to David | Gary |
| 6 | To have a look at the Website and provide feedback to Emma regarding finding information. | David / Yvonne |