

# Dove River Practice

## Patient Participation Group

### Minutes of Meeting (at Dove River Practice)

#### 10<sup>th</sup> March 2022

#### Introduction:

Yvonne welcomed everyone to the meeting, the first face2face meeting for over two years.

#### 1. Matters Arising from the previous meeting (inc Interim Meeting in December 2021):

##### a) PPG Screenshot

**Action:** To create a new PPG Screenshot and circulate to the attendees for comment before updating in the Practice.

##### b) PPG Membership & GDPR Form

This Item is on the Agenda, so will be covered later in the Meeting.

**Action:** To sign GDPR Form and forward to the PPG Chair

##### c) PPG Noticeboard

The Noticeboards haven't been moved yet as new Noticeboards are being bought that will have a 'perspex' cover over, so that they can be wiped down.

**Action from previous meeting:** To look at moving the PPG Noticeboard to inside the Surgery's Waiting Room at Tutbury, where it can be viewed whilst waiting. **Action Continues**

##### d) Practice Data

This Item is on the Agenda, so will be covered later in the Meeting.

**Action from previous meeting:** To discuss with the Practice whether certain data could be provided to the PPG (e.g. No of Face2Face appointments with a Doctor). **Action Continues**

The Meeting said that there is a 'perception' by Patients that Doctors are holding very few face2face appointments, even though they are delivering the Covid-19 Vaccinations.

##### e) 2022 PPG Meeting Dates

The following are proposed dates for the meetings, which will all be on a Thursday.

- 16<sup>th</sup> June 2022 at 10am
- 8<sup>th</sup> September 2022 at 10am
- 8<sup>th</sup> December 2022 at 10am

**Action from previous meeting:** To look at possible dates for PPG Meetings in 2022. **Action Complete**

##### f) Improve PPG visibility of the Website

**Action from Interim Meeting:** To look at how visitors to the Website could see the PPG information better. **Action Continues**

##### g) Practice to approve PPG Terms of Reference' (ToR)

**Action from Interim Meeting:** PPG Chair and Secretary have signed the ToR. To confirm with the Practice that this can be signed on their behalf. **Action Continues**

## 2. AGENDA:

### 1. Patient Survey 2021 Results and Main Themes:

The 2021 PPG Survey Results had been circulated and the number of returned Surveys was significantly less than previous years, with the two key messages from the Survey:

- Face-to-Face Appointments
- Mental Health

Face-to-Face appointments are discussed every six weeks at the Multi-Disciplinary Team (MDT) Meeting. The Practice is now having more Face-to-Face baby appointments.

Follow-up appointments are often Face-to-Face, following a couple of Telephone Appointments.

Regarding calls / appointments relating to Mental Health, Jade said that Patients are asked whether they could like a Face-to-Face or a Telephone Appointments.

The Practice is still following Guidance from NHS England relating to Covid-19 Restrictions (e.g. No of Chairs in Waiting Room, Face Masks etc).

**Action:** To provide the current NHS England Guidance re Covid-19 restrictions and to post onto the Dove River Facebook Page.

Other issues raised in the Survey were associated with:

- Website
- Telephone System.

**Action:** To establish who has access to make changes to the Website and explore whether the PPG element can be changed.

Regarding the Telephone System, the Meeting agreed that this has significantly improved. It was reported that there is now a 'Queueing Process', where Patients are informed that they are in a queue, but what number they are. Between 8am – 9am, there are 12 queue positions. Between 9am – 5pm, there are 8 positions and between 5.30pm – 6pm, there are 2 positions (to enable staff to go home on time).

A copy of the 2021 PPG Survey Results Summary can now be placed onto the Website.

**Action:** To forward a PDF version of the 2021 PPG Survey Results Summary.

**Action:** To put a copy of the 2021 PPG Survey Results Summary onto the Website.

### 2. CQC Inspection:

Chair explained that the PPG has been asked to be involved in the Care Quality Commission (CQC) Inspection, which was via a telephone.

### 3. GP Patient Survey Results 2021:

Chair explained that this is a requirement from NHS England. 263 Surveys were issued and there were 144 responses (i.e. 55%). Yvonne summarized the results and in the majority of areas, the responses were better than the national average.

### 4. PPG Membership Form / GDPR Consent

There are currently eight members and our objective should be to try and increase the membership, especially Virtual Members.

## **5. Terms of Reference (ToR):**

Meeting agreed that it would be good to have a GP / Partner attend each meeting, but not for the whole meeting. **See earlier action.**

**Action:** To create a 'timed' item on the next Agenda for a GP / Partner to attend.

## **6. PPG actions achieved / Objectives 2022:**

Chair had circulated some proposed 2022 Objectives.

**Action:** Chair to circulate 2022 PPG Objectives for approval.

Article had been created, about the PPG, for the Tutbury Village News.

**Action:** To forward the two Articles to other PPG Members for possibly including into their respective Village News.

## **7. PPG Website:**

As discussed earlier, it was explained that it isn't easy to make changes to the Website.

## **8. Raising profile of the PPG:**

Secretary also reported that he has arranged a meeting with our local MP (Kate Griffiths).

## **9. PPG Newsletter / Magazine articles for local areas:**

An Article to be created, after the meeting, to be used to the Village News and the PPG Noticeboard.

## **10. Covid-19 Update:**

The Practice is still following NHS England Guidance re 'Distancing & Face Masks'.

The Pirelli Stadium are still doing fortnightly 'Walk in Clinics' for those who either want a Covid-19 Vaccination or their Booster.

At the time of the Meeting, the Practice had not yet been informed about the 4<sup>th</sup> Vaccination.

## **11. Practice Update:**

Both Surgeries 'automatic doors' are now open, but there is still a limited number of chairs for Patient to use in the Waiting Room.

A new 'Self Check-in' is now in operation, so that Patients no longer need to go to the Reception Desk.

For those Patients with a face2face appointment, they now receive a reminder with a Text Message (if they have a mobile phone), 24 hours before their appointment.

Jade said that it currently isn't possible to do this for Telephone Appointments as these are usually a two-hour window.

Current issues with Staffing levels due to illness and resignations (e.g. Carer's Champion). The Practice is endeavouring to fill these as quickly as possible.

## **12. Nomination of PPG Vice-Chair**

This is on the Agenda as it would be good to have a PPG Vice-Chair.

### 13. Any Other Business:

Significant improvement in the use of Facebook, by the Practice. This is providing more information and it is also linked to the 'Spotted Tutbury' Facebook Page.

**14. Date of Next Meeting will be on Thursday, 16<sup>th</sup> June 2022 @ 10.00am.**

### Summary of Actions:

1	To create a new PPG Screenshot and circulate to the attendees for comment before updating in the Practice.
2	To sign GDPR Form and forward to the Chair
3	To look at moving the PPG Noticeboard to inside the Waiting Room at Tutbury where it can be viewed whilst waiting.
4	To discuss with the Practice whether certain data could be provided to the PPG (e.g. No of Face2Face appointments with a Doctor).
5	To look at how visitors to the Website could see the PPG information better.
6	To confirm with the Practice that the PPG Terms of Reference can be signed on their behalf.
7	To provide the current NHS England Guidance re Covid-19 restrictions and to post onto the Dove River Facebook Page.
8	To establish who has access to make changes to the Website and explore whether the PPG element can be changed.
9	To forward a PDF version of the 2021 PPG Survey Summary
10	To put a copy of the 2021 PPG Survey Results Summary onto the Website.
11	To create a 'timed' item on the next Agenda for a GP / Partner to attend
12	To circulate 2022 PPG Objectives for approval.
13	To forward the two Articles to Noreen and Joy for possibly including into their respective Village News