**Dove River Practice**

**Patient Participation Group**

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

**30th June 2021**

**Introdution:**

Jade & Joy were welcomed to the Group as new members.

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

Emma reported that Keira, the Carers’ Champion, had created a lovely noticeboard at both the Sudbury and Tutbury surgeries. Jade had taken on the re-organisation of the website and is looking to create a better layout, so that information is easier to find.

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

As stated above, Jade has taken on the task of improving the visibility and accessibility of information on the website.

**c)** **Social Prescribing Information** - Emma

Jade stated that she has met with Susan Dallison, who has provided leaflet details that can be incorporated onto the website and also placed in the two Reception Areas.

**d)** **Patient Survey** – Yvonne / David

It was agreed that this will be covered in a specific Agenda Item later in the meeting.

**e)** **Review of PPG Information on the Website** Yvonne / David

It was agreed that this would also be covered in a specific Agenda Item later in the meeting.

**AGENDA:**

1. **Patient Survey 2021** - Emma

Yvonne stated that the 2018 Survey had been circulated. She had circulated a DRAFT 2021 Survey for discussion. Comments raised on some of the questions and Joy asked whether all Patients knew about the PPG, should an Information Leaflet be attached to the Survey.

1. **Website Review:** Yvonne **/** David / Emma / Jade

Yvonne and David had reviewed the PPG Website and suggested that all information, pre-2018, should be archived. Jade said that she would also look at this.

1. **Patient Information – Crystal Ear:** David

David reported that apparently it isn’t possible to get ear cleaning / de-waxing on the NHS.

He had recently met two ladies, who previously worked at the Derby Royal, who provided a mobile ear cleaning service, which patients pay for privately.

1. **Practice Update (Personnel):** Emma / Jade

Emma provided an update and stated that Dr Ashcroft was leaving. She would forward more details after the meeting.

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

Emma stated that the Practice was now inviting Over 18s to receive their 1st Vaccination. Emma said that the majority are being done at the Pirelli Stadium and the Jubilee Hall in Hatton. The Practice is reviewing whether to open the Surgeries, following the lifting of restrictions on the 19th July, but that it is still too early to decide.

1. **General Data Protection Regiulations (GDPR):** Yvonne / David

Yvonne reported that she and David had looked at the GDPR Forms on the Practice’s Website and also looked at the Form being used by the Tutbury Practice.

1. **Recruiting New Members:** All

Everyone agreed that the recent ‘Recruitment Campaign’ had been quite successful in recruiting some new members to the PPG. The Group currently now has twelve members and three others have expressed an interest to join the Group.

1. **Joint discussion with Tutbury Patient Forum / East Staffs District Patient Engagement Group:** David / Yvonne

David reported that he had recently participated in the Engagement Group, via Zoom. The meeting had lasted about two and a half hours, with the next one planned for 29th July.

1. **Any Other Business:** All
2. Noreen enquired, on behalf of a patient, why they are not able to access all of their NHS medical records via the NHS App? The patient had sent a letter to the Practice, but had not received a reply. Emma stated that not all Records are available on the NHS App, only recent medication (e.g. last 15 years) and Vaccinations. Emma asked Noreen to ask the patient to contact either herself or Jade.
3. Yvonne said that a few years ago, the meeting had a set of “Terms of Reference”, which will need to be discussed at a future meeting.
4. **Date of Next Meeting will be on Thursday, 9th September 2021 at 10.00am again via zoom until we can guarantee everyone’s safety,**

**Summary of Actions:**

|  |  |  |
| --- | --- | --- |
| 1 | To update the Survey for 2021, look at the wording of Question 4, update the email address and the space for Comments on the Draft 2021 Survey | Gary |
| 2 | To create a new PPG Leaflet for placing at each Surgery and to be attached to the 2021 PPG Survey. | Gary |
| 3 | To create a screen, on the Waiting Room Screen, about the PPG | Jade |
| 4 | To look at the PPG Website to see whether pre-2018 information could be archived. | Jade |
| 5 | To forward the ladies details, regarding Crystal Ear, to Jade | David |
| 6 | To circulate details on the Practices’ Personnel to PPG Members | Emma |
| 7 | To create a Dove River Practice PPG GDPR Consent Form | Gary |
| 8 | To circulate the minutes of the Engagement Group, when he receives them. | David |
| 9 | To ask the patient to contact Emma or Jade regarding data on the NHS App | Noreen |
| 10 | To add “Terms of Reference” to a future Agenda | David / Yvonne |