**Patient Participation Group Meeting Minutes**

**Tuesday 4th July 2023 at 11am**

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|  | **Attendees:**  Tracey Watson  Wendy Whitehead  Carla Hill  Valerie Dickinson  Adele Mumby  Dawn Nicholls  Caroline Maguire | **Apologies**  SH  Jan Williamson  Jan McFarlane  Alison Belton |
| **Item 1** | **Welcome & Actions** | |
|  | TW welcomed all to the meeting and introduced our new member Caroline to the group. TW went across actions and updates.   * Voices for All – We have sent approx. 140 letters to families with young adults who have Long Term Conditions, to invite them to a group. As yet, we have not had any response regarding interest. It was agreed that we would set an actual date so we have something to work to and then Adele would speak to the families that she knows and Carla would make calls to invite people in for the meeting. Hopefully that will get the ball rolling. * Calm Room – Still an ongoing project, as mentioned at the last meeting, we are restricted in what we can have in the room due to Health & Safety and Infection Control. We have ‘quiet’ rooms on either side of the GP corridors already, so it is in our plan to make 2 rooms more comfortable, ensuring a nice calm space.   You may have noticed that the waiting room has been decorated, it is in our plans to have all the chairs recovered so they are all more uniformed. We also seem to have a lot of seating, so we would like to utilise some of the seating for our quiet rooms, which will also free up more space for wheelchair users.   * Noticeboards – We are currently updating all our noticeboards in the waiting room, we are going to have designated ‘topics’ per board i.e. Well-being, Carers Corner, General, Children’s Health, Cytology, Breast, Bowel Screening etc. Hopefully this will make it easier for patients to pick out the information that is relevant to them.   As mentioned in previous meetings, we would also like a section called ‘You Said, We Did’. To tie in with this, we plan to have a patients suggestion box in reception, following on from the last meeting, I didn’t receive any questions that could be included in a simple patient questionnaire, so thank you to Dawn who came to today’s meeting with the results of our last patient survey. We did fantastically well on the survey, but it’s important to keep good focus to ensure that we continue to provide the best care & service to our patients. TW to compile an A4 simple questionnaire that can be handed to patients to quickly complete whilst they wait for their appointment.  TW to arrange a date with Dawn & Adele who are happy to sit in the waiting room one morning to promote the PPG, services that the community offer etc.  TW has also just signed up to promote the surgery as ‘Breastfeeding Friendly’, we have received posters and a few signs to let people know that they should feel comfortable to feed their babies without any prejudice towards them.   * Website: At the last meeting, Dawn had commented that a few links on the website didn’t work. We have since been in contact with our current provider and have given notice on our contract. Our Website will be moving to a new provider and will have a fresh new look, we will also use this transition period to create our Facebook page. One was set up a couple of years ago but is inactive, so we are in the process of deleting that page before we can create a new one. * Menopause Group: TW to liaise with Dr Ilett & to put feelers out for experts to get involved with this. Plan to hold small groups possibly every few months where ladies can chat about their experiences with each other. | |
| **Item 2** | **Staffing News** | |
|  | * Our Lovely Linda who worked in Reception, retired last month after a 36 year service, starting her employment as a cleaner at Bridgegate Surgery, progressing to a Receptionist and then eventually becoming head receptionist. We had a lovely send off for her, Dr Chapman gave a fantastically, humorous speech that had us both laughing and crying. We miss her terribly, but think she deserves a rest after all those years of service. * Martin (Care Coordinator) – After a very short time in the role, Martin decided that full time work wasn’t what he wanted to do. His work did make an impact whilst he was with us. In his capacity of a Mental Health Nurse, he visited all our Care Homes to ensure that all our patients care plans were up to date, this has now stood us in good stead to continue his work. * Practice Nurse Alicia – Welcomed Baby Isaac to the world on 14th July weighing a whopping 9lbs. * Bex – Reception/Admin starts her Maternity leave at the end of July. Her baby boy is due at the beginning of August, so she has done so well to work almost right up until the end. * We say goodbye to our current Registrar GP Dr Ibrahim Mohammed at the beginning of August and say hello to our new Registrar Dr Manijing Rai, he will be with us for a year. * Stacey & I are interviewing for Reception/Admin on 14th July. Hopefully we will be successful in recruiting for two full time positions, this is to replace Linda and also meet the increasing demand as our list size continues to grow. | |
| **Item 3** | **Adele - Ideas** | |
|  | Adele floated the idea of having an informal coffee morning to be held at a different time to the PPG, just so you could all get together for a sociable, more informal chat. Valerie was a little worried about the time impact it would have on those working? It was discussed that it could just be for patients and that TW, WW wouldn’t really even need to attend (unless of course there was homemade cake, then TW will be there with bells on).  Adele also suggested that we have an annual thank you event, possibly at Christmas? Again, an informal get together over mince pies etc. Both ideas worth investigating and interest seemed high. | |
| **Item 4** | **Flu Fayre** | |
|  | We are currently in the planning stages for this years’ flu campaign and our vaccines are due to arrive mid-September. All being well, we will be using Retford Outpatients Department over a weekend (or two) to deliver the vaccinations. TW enquired if anyone would like to volunteer to help? It would just be as simple as directing patients. We usually do have lots of fun and as you know me well, there will be plenty of tea & cake! I will inform you of dates as soon as possible. | |
| **Item 5** | **AOB** | |
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|  | **Dates of Meetings** | |
|  | Tuesday 5th September  Tuesday 31st October  Tuesday 12th December  Tuesday 6th February 2024 | |