**Abbey Medical Group PPG Annual General Meeting Minutes**

**Tues 18th June – Venue Blidworth Surgery & Via Zoom.**

**Present:** *Carol Feltham (Chair) Val Simnett (VS) Secretary & Deputy Chair; Frances Chater (FC) (Practice Manager) Jackie Hewlett-Davis (JH) (N&S CVS) Lorraine Overton (LO) Chris Cain (CC)*

**Present by Zoom meeting: *-*** *Gilly Hagan (GH) Juliette Quincey (JQ)*Alison Hardman (AH) (Health Improvement Officer N&S District Council) Sue Stott Community Relations Officer (SS) Chris Munton (CM) *Louise Casey (LC)*

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1. CF Welcomed two new attendees Chris Cain and Lorraine Overton. Introductions were made.
2. The minutes of the previous meeting were reviewed and actions progressed as follows: - JH has met with Sue Stott re the funding for Blidworth Memory Group. There is a fund with up to £500 and they can purchase the resources (tea coffee etc) to prevent the group having to open a bank account. LC also offered support with donations received.

**Action – JH and LC to communicate outside the meeting to pursue this offer**.

CF confirmed that this resolved the issue of the PPG being required to be involved in the funding for the group.

1. The action plan was reviewed. Action 1 complete. Action 2 & 4 - It continues to be difficult to engage individuals from a diverse background and male representatives. Historically GH said that men are difficult to engage.

JH suggested Men in Sheds and the Bowls Club. LC suggested Willem the volunteer co-ordinator may be able to help.

**Action LC agreed to speak to Willem Lewis-Henderson N&S CVS him to seek suggestions on engaging wider group membership.**

**Action GH to liaise with Eddy Lichfield Chair of the Parish Council to progress this.**

**LO to ask her husband for any interested men at the Bowls Club.**

CF mentioned that has had trouble accessing the practice facebook page

**Action – all members to view this page and feedback at the next group.**

**Action – VS to request Marie Cheeseman Blidworth news to promote the new Facebook page**

1. FC described the National Patient Survey (Approx 150 patients between March & April. This survey is a small sample and a wider survey of patient feedback is the friends and Family survey goes out via text to all people who have attended appointments.

The group discussed the outcomes of the survey (2 slides) and welcomed the predominantly positive responses (Over 75% of feedback either good or very good.) VS explained that she had reviewed the “Don’t know” comments which were predominantly relating to patients whose appointment had been cancelled or changed. The group were interested in identifying key issues resulting from the poor and very poor responses.

**Action – VS agreed to review these in more detail and feedback to the next meeting.**

Action VS to look at the Poor and Very Poor to identify themes.

Blood test availability – Pregnant phlebotomist has created some clinic cancellations. Contingency plans in place. GP assistant 1 say a week and senior receptionist 2 days/week. No current issues identified.

Signs for the practice resulting from the dementia audit. - Men in sheds to be approached to produce signs.

**Action - GH to send FC the contact for Men in Sheds. VS to find out colours appropriate for the signs.**

Remote access for contacting the practice. FC described the recent introduction of online system to communicate with the practice prior to appointments to give professionals more information to prioritise appointments. There seems to be still a significant number of contacts that could be signposted elsewhere. Members of the meeting have had positive experiences.

**Action – VS to produce an article for Ravenshead Newsletter and Blidworth News re the online appointments**

**Action - FC to check whether the online system sends a receipt to the patient to confirm the information has been received.**

1. The policy was reviewed take out the highlighted areas– GH Data protection online training is available for members who require it.

**Action -**  **LC-S to send a link to the online course for VS to distribute.**

1. GH reported that the District and County Council have met to discuss Newsletters for Blidworth. Trying to get a quarterly newsletter for Blidworth. Organisations will pay for articles. Groups would also have to sign up to circulate the Newsletter.

Blidworth on the Move Food Aid Demand has increased by 60% Transport is available for Cornwater for people without their own transport. Introduction to 1st Aid course is available at the Miners Welfare. The CCG ICS – could host an event for patients with long term conditions. Another MSK event is planned in September at the Summit Centre to cover the Ashfield area. JQ reported that the “Notts Help Yourself” directory of groups and services is being updated.

**Action – JQ to add details of the AMG PPG to the directory**.

CF asked whether the funding for the defibrillator had been resolved. GH confirmed that the money had been received from FC. Defibs are checked monthly but queries about maintaining replacement parts (batteries etc) FC and GH to liaise outside the meeting to decide who is responsible for paying for battery maintenance etc.

CF reported that Maggie Hallglasby who runs Mansfield and Ashfield ME Group which offers support and friendship for sufferers. Leaflets are available through CF. She asked if we would be interested in her attending the next meeting to share what services this group can offer.

All agreed this would be a useful speaker for the next meeting

**Action – CF to invite Maggie Hallglasby To attend the next meeting for a short presentation**

1. Next meeting 17th September 2.00pm