

Minutes of Longshore PPG Meeting

15th February 2022

Kessingland Surgery Waiting Room

Introduction

We were very pleased to welcome three new committee members - Chris Ship, Paul Brown and Jeanette Nicholls.

Also present : Dr Julian Sanger (Chair), Sheila Pettett , John Jolley, Wendy Jolley, Frances Peebles

For the Practice Kash Gopee (practice Manager)

Apologies from Dr David Johnston ,Alison Hickford and Anne Burden

PPG Members :

It was agreed that we would continue to attempt to recruit more PPG members.

Election of new Chair : JS reminded the Committee that he would be stepping down as Chairman after the next meeting and a new Chairperson would need to be elected at that meeting.

For some time we have had no Committee secretary , that function also being performed by JS. We will need to elect a Secretary at that meeting.

JS also suggested that the PPG would benefit from sharing of tasks amongst the members , including attendance at PPG forum meetings (which are at present not being held due to the Covid pandemic.)

Current state of Longshore Practice

Kash updated the committee re staffing. DJ is retiring in April and to date there has been no response to advertisements for a replacement. Some of his workload is being taken by existing members of the Practice. In the absence of DJ there was no further discussion of the present state of services at the Practice. We hope that one of the Practice GPs will be able to attend the next meeting to update us concerning staffing and the state of services available as the Covid pandemic recedes.

Communication with patients :

This is the main remit of the PPG and has to date been a problem , either because patients are happy with the present service , don't know how to feed in complaints , suggestions or compliments or are just not motivated to give any input.

SP suggested that the PPG might run group meetings of particular sections of the practice population to hear their views eg the elderly. WJ suggested regular PPG surgeries. Both these suggestions would require considerable organisation and commitment by PPG members. In the past there has been little enthusiasm for such commitment but perhaps this could be discussed at the next meeting .

JS has been exploring the use of the Longshore Surgeries website for communication with the PPG.

He has set up an email address longshoreppg@gmail.com

As the PPG is not an NHS organisation we cannot use an NHS email address.

We have had advice re data protection issues as to how we can use of this Gmail address without breaching Data privacy regulations (see the sheet `Contact the Longshore PPG` distributed at the meeting). This is the recommendation of Kafico who advise the Practice concerning data protection law. It will be placed in the PPG section of the Practice website with the PPG Gmail address.

How to respond to incoming mail ? There was a useful discussion of the options. The conclusion was that PB would explore the feasibility of attaching an automatic acknowledgement of receipt of the email and forwarding of the incoming mail to all PPG members.

We would envisage that the volume of mail will be small (considering that patient input to date has been notable by its absence). The appropriate input re Practice services and systems will need to be actioned by Kash and the Practice team. If the incoming mail is excessive , inappropriate or abusive we have the option of blocking this method of communication. As the mail will be available to all PPG members we will be able to discuss any problems as needed.

Are patients aware of the website? Do they know how to access it? Do they use it? What for?

JS flagged up the fact that at present there are limited functions available and he finds the website not very user-friendly.

A simple questionnaire/ information sheet was proposed. JS will produce this and circulate to PPG members for comment . It was proposed by SP that the questionnaires should be placed in Pharmacies and Dispensing Surgeries.

The meeting concluded at 2000 hrs.

Date of next meeting : to be arranged.