**Forge Close Patient Participation Group**

**Annual General Meeting Microsoft Teams Minutes**

**26th January 2022, 7pm**

**Attendees:**

Harry Shannon (Chair), Orla Penruddocke (Secretary), Dr Mano Mageson, Nicola Mushet, Gail Hilder, Doreen Hobbs and Vicky Kelham

**Apologies:** Gail Hilder, Stanley Bradshaw.

1. **Elections of new Members -**

HS is stepping down as Chair and will take on the role of Vice-Chair. SB is to be the group’s new Chair. HS will continue to Chair until SB returns to the UK.

OP will stay as Secretary for another year.

**2. Minutes of the previous meeting**

These were discussed and agreed. NM was thanked for her work on the PPG information that will be placed on the new website.

1. **Local Covid data/Update**

Discussions are being had at the practice as to who is eligible for a fourth vaccine. The practice is currently receiving a high number of requested for letters for travel. Practice has had to provide evidence that all staff at the practice are vaccinated

1. **Patient questions**

OP asked Dr Mageson about the possibility of more open access to the surgery in some situations, e.g. where there was a clear need to examine the patient. It seemed to be a more efficient way of ensuring care for patients to bypass the triage phone call in these kind of situations. VK reported that in her experience the triage system worked well and it was better to be waiting at home for a call rather than in the practice waiting room. Dr Mageson said that the surgery were reviewing their service and were aware of the potential problems with the post-covid arrangements.

HS reported that there were still long waits to speak to staff even when ‘1st in the queue’ phone line, OP questioned whether there needed to be more staff to answer calls in the busy afternoon session where test results are given. Dr Mageson said that there had been staffing problems, and the practice is working on recruiting new staff.

**Actions: Dr Mageson to update on staffing and face to face access to GPs and Patient Access in next meeting.**

1. **Website**

Members were on the whole happy with the website. Dr Mageson reported that a link for the PPG will need to be added. The site is due to go live on 4th February.

**Actions for the new website: Dr Mageson to ensure PPG link is on the website. Dr Mageson to ensure items in Appendix 1 of this document are also added to the new site.**

1. **Dr Mageson Update**

Carly Bone has resigned and there is new Practice Manager Cynthia Bullus who will be assisted by Sarah Bentley. It is likely that Sarah will attend these meetings in the future. OP thought it would be useful to have more interaction with the practice staff. It was suggested that the Social Prescriber as a new role would be interesting for members to find out more about and therefore would be a good first staff member to invite to the meeting.

**Action: Dr Mageson to invite Sarah to the next PPG meeting. Social prescriber to be invited to a future meeting.**

1. **Forge Close PPG Talks**

Long Covid is not a viable topic as it is too broad. Dr Mageson to look into other suitable topics.

**Action: Dr Mageson to try to arrange a talk before next meeting.**

1. **Development of the PPG**

Little progress was made with NAPP and about inter working with PPGs.

It was agreed that the PPG needs new members urgently, and these should be represent a diverse group of people. During the course of the discussions it was decided to change the name from PPG ton Patient Group to avoid the use of an acronym that many are unfamiliar with.

Dr Mageson mentioned that he had received some interest from patients about joining the group, so it was agreed that OP would draft a brief information leaflet about the Patient Group. This would be given out by staff at the practice to patients calling into the surgery for an appointment, a blood test form etc.

VK suggested that there were also some good longer term activities to raise the profile of the group including members attending the clinic at busy times (e.g. flu vaccine clinics ) when it could be safely done to raise awareness of what we do to a larger number of patients.

**Actions: Forge Close Patient Participation Group will in future be known as the Forge Close Surgery Patient Group. OP to draft a PPG leaflet and take any calls from those interested in joining the Patient Group. Group to revisit awareness raising activities in future.**

**AOB**

None.

**Next meeting : Wednesday 30th March 2022, 7pm, Forge Close Surgery**

**APPENDIX 1**

**Website Checklist**

|  |  |
| --- | --- |
| **To do** | **Completed** |
| Friends and family test to be moved to another part of the site. |  |
| Names of existing members of PPG added to the PPG page. |  |
| Role of social prescriber to be added to the site. |  |
| Minutes of all PPG meetings to be added to the site. |  |
| Dr Mageson to arrange for all talks to be uploaded to the PPG section of the website and remain there. |  |
| Add explanation of post Covid opening hours |  |