

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 27th October 2021 – 12.00pm

Western Elms Surgery Chair AP Minutes AG

1.	<p>Attendees:</p> <p>PPG: Christopher G, Sue J, Alan (Chair), Susan (Treasurer), Alice (Vice Chair), Jon, Beti, June, Deb E, Murray A, Colin, Hazel (Patient Voice rep) Surgery: Lisa, Jackie, Anil, Natalia, Jane, Angie</p> <p>Apologies: Peter, Shaheen, Chris G, Linda, Lucie, Louise H, Marilyn, Jayne, Jane, Norman, David</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Lisa opened the meeting to say how pleased she was how our PPG have come through this Pandemic and got stronger with new members wishing to join. The plan is for this meeting to be the last WES and CL meeting and to then formally join and move forward as one. To discuss this in the meeting after.</p> <p>Matters Arising:</p> <p>BOB. Joining of 3 Counties and CCG became one ICS. Lisa sent a statement for everyone to read. Are there any questions on this?</p> <p>Sue asked if there was a time limit/timeline on this?</p> <p>Lisa will seek the correct information for any questions asked. Lisa asked if this satisfied everyone's curiosities - it was agreed happy to move on.</p> <p>Christmas Fayre. June explained she had a call from the Church to say due to help being cancelled with concern over too many people together indoors and covid spreading they have decided to cancel the fayre altogether and aim to have one at Easter. June has tried looking at other venues but they are all booked up.</p> <p>Lisa said not to worry and we will leave and aspire to do one at Easter.</p>		
3.	<p>Financial</p> <p>We have received a donation from a WES patient of £2,000. This was an anonymous donation, but Lisa will thank them on behalf of everyone. We have purchased a new Doppler machine where you don't need to lie down for 30 minutes before treatment so we are all very excited. The nurses are eager to receive it as it will change patient care.</p> <p>Alice asked what this machine is called?</p>		

	<p>Lisa explained it is an ABPI Doppler Machine. Alice asked when it was expected to be delivered and Lisa explained we had ordered this and then will need staff training once it arrives. The machine will be based at WES as this is where the dressing clinics are held.</p>		
<p>4.</p>	<p>OOH Services</p> <p>We have had negative feedback concerning footfall requests being sent and us not responding. Despite patients ticking a box to say this is not urgent and can wait 3 days they are sending a request in say on a Friday evening then complaining if they don't get a response over the weekend. This is quite significant and a question of patient safety so we have come to the difficult decision to change our email responses to advise this is not for clinical questions and Footfall is being turned off Friday evening at 6.15pm for the weekend. A lot of things can still be accessed i.e. requesting a prescription. This means that a patients expectations are set that they must seek assistance from a pharmacy or 111.</p> <p>Sue asked what Footfall is? Lisa explained it is our interactive website.</p> <p>Christopher stated he felt that contacting the surgery, making an appt and waiting for the call isn't a problem it is people. He did however state a friend of his who wishes to remain anonymous waited in all day for a call and didn't get it. Lisa asked for his details so we could investigate this as explained we cannot do anything about this without the details but thanked Christopher for raising it.</p> <p>Lisa advised that herself and Alan had a really good meeting and Alan is going to come into WES next Wednesday and sit and watch the phone system to see how long calls are in the queue, calls dropping etc.</p> <p>There is an NHS move for all surgeries to go Cloud based with their phone systems, but we are already ahead of this. We have an IT Team becoming involved in helping us with issues with our phone providers and Angie is working with the telephone company concerning the issues we have been having.</p> <p>Christopher asked what the complaints were? Lisa said they are not direct to us but are done via Facebook and social media! Whilst we agreed in our last meeting we were not going to react we should still investigate. These negative comments have a huge impact on the workforce and morale.</p> <p>Christopher advised he had asked the Chronical and Healthwatch to come back to him with a plan of how to satisfy patients but no one has responded yet.</p> <p>Lisa said there is active work on our phone system and we will share with the public and be proactive.</p>		
<p>5.</p>	<p>PPG Issues</p> <p>A member of the CL PPG asked for it to be mentioned about Lesley and Mike who had supported the PPG and carried out a lot of work over the years. Mike</p>		

	has sadly passed away. We wanted to note our sincere thanks and condolences. We will be thinking of Lesley and her family.		
6.	AOB:		
9.	Date of next meetings:		

Alan and Susan got cut off so Lisa went through the Constitution marking changes as discussed.

It was agreed to put a message on Facebook regarding November meeting. All welcome.

Discussion notes pre-AGM

AGM

- *Constitution Document suggestions from group:*
The Aims and Objectives read like the PPG is actually doing the work of the practice's health professionals
[Amended as agreed during meeting](#)
A glossary for acronyms and a suggestion to assume that no-one knows what they are.
[We will pull one together over time.](#)
Officers - as these posts are open to women perhaps Chair and Vice-Chair would be more modern & appropriate.
[Actioned](#)
The words "shall be" and "will be" are used throughout; why not use the word "is"?
[Some have been changed – review further](#)
The document will be dated when finalised and will have a version number
[We use a date currently.](#)
- *Officers:*
Peter would like to stand down as 2nd Patient Voice representative
[Approved and thanks for Peters efforts thus far. One representative is enough.](#)
Voting forms
[After much discussion it was agreed that the forms were to be completed for the officer roles only. It might put people off of joining us if they were required to be voted on for the 30 members.](#)
Deadline for applications – 10th November
[Lisa to then send to all members prior to the meeting and a vote to take place in the November meeting.](#)
What to do if no-one applies
[All felt this was not going to happen 🙄](#)
- *Merger of two:*
Conversation & outcome
[It was agreed that the two groups would become one.](#)
Finances
[Any monies currently in the accounts to be spent at the relevant surgery and then to start from £0. LT to table requests.](#)

Meeting – frequency

Agreed that we would continue monthly at present. It may be appropriate to do every other month in the future but that will be discussed when relevant.

It was suggested that the December meeting should not happen due to other commitments – to decide in November.