

Victoria & Mapperley Patient Participation Group
Business Meeting Minutes
Meeting held on Zoom on Monday 12.09.22 at 11am

Present: Cath Verhoeven (Chair) Debs Main (Secretary) Ann Hardy, Bill Brown, Sally Eaton, Martin Rudge.

On behalf of the Practice: Dr Nightingale, Nazia Rehman (Practice Manager)

Apologies: James Pam, Alan Wilson.

Agenda

1. **Welcome to our new Practice Manager, Nazia Reman** Nazia previously worked at Beechdale surgery. She has been in management for 10 years started at practice earlier this month. PPG members present introduced themselves.
2. **Ratification of minutes** - minutes of the last PPG Business Meeting 13.06.22 were ratified with minor amendments. **Action:** Debs to send pdf to Alan for website.
3. **Matters Arising:**
 - **New Staff:** 2 new salaried GPs Modera Taj 2.5 days, Dr Beth Guy have just joined the practice. Plus 3 Gp registrars. New to reception team is Manu Mohan. Hilary Jones (practice nurse) has left to work as advanced nurse practitioner at the urgent care centre. She has been replaced with Natalie Coe starting on 20th September. **Action:** Dr Nightingale was asked to take to partners meeting to have update list of staff, along with photo, sessions and specialities on the practice website. Also requested for the practice news letter (due in November).
 - **Information Screen:** Agreed that generic information is relevant to the practice but feel specific information on DNAs might be beneficial. Nazia felt screens could be utilised more. Nazia suggested a Powerpoint presentation about PPG for information screen **Action:** Action Group to discuss.
 - **Practice Event:** previously suggested by Simon has been shelved for the moment. Cath asked that clinicians continue to ask potentially suitable patients to join PPG.
 - **Google Reviews:** negative comments made on Google are difficult to manage and give a response from the practice. There were suspicions that some were bogus reviews and they now appear to have stopped. Patients are encourage to leave positive reviews when they feel that this is justified. Practice will potentially send a text to ask patients to review after their visits.
 - **Reception Team:** communication and training is inconsistent, with patient experiences variable. Positive experiences also reported. Reception are the front line of the practice and so set the tone for patients experience. The PPG feel it's important to ensure training issues are addressed **Action:** Cath to discuss further with Nazia.
4. **Practice Update - Dr Nightingale & Nazia Reman (Practice Manager):**
 - **Flu Vaccinations** - practice expecting vaccinations to be delivered 26th September - planning clinics potentially on Saturday mornings and the afternoons when practice is normally closed. Starting over 65s first. Both at VHC and 858.

- **Covid Booster Jobs** - not being done in practice, apart from a roving team for housebound patients. Boosters will be done at vaccination hubs locations still being worked out. PPG commented that practice should be actively sign posting patients to where they can be vaccinated.
- **Monday Bank Holiday for Queens Funeral** - practice will be closed - patients with pre booked appointments will be offered alternative appointments.

5. Action Group Update- (Cath V - PPG Chair):

- **Structure of Business Meetings** - The action group want our PPG business meetings to be as inclusive as possible and suggested that maybe meetings have sometimes felt too formal. Concern that very few members attend and numbers have dwindled over the years.
 - It was suggested that minutes are sent out before meetings and PPG members identify what they'd like to see on the agenda.
 - Some members felt the structure helps the meeting stay focused.
 - Sometimes meetings feel rushed and difficult to get happy medium.
 - No problem with present format.
 - Nazia suggested messaging patients re joining the PPG. If patients respond and are interested email to be sent to Cath who will send information.
 - Meetings on zoom preferred choice at present.

6. AOB:

- **Newsletter:** articles for Practice. Debs asked for suggestions of articles from practice by mid October for newsletter publication early November. As already suggestion profile of new staff along with photos to be included. **Action:** Debs to send previous winter newsletter for Dr Nightingale and Nazia for ideas.
- **Noticeboards** - Nazia asked if PPG can assist with population of health promotion boards.

7. Dates of PPG Business meetings:

Topic: **PPG AGM**

On **Monday, 12th December 2022** Time: **At 7pm**

Join Zoom Meeting: <https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZYcU9NRmgrZlQ3RllhUT09>

Meeting ID: **396 544 3414** Pass-code: **PPG**

8. **Close of Meeting:** There being no further business the meeting was brought to a close.