**MINUTES OF THE MSPPPG MEETING HELD ON WEDNESDAY, 23RD FEBRUARY 2022**

**PRESENT:**

Paul Harding (PH) Chair

Lesley Isaac (LI) Vice Chair

Joy Bailey (JB) Secretary

Peter Griffiths (PG) Treasurer

Gill Waldron (GW)

Lynda Moore (LM)

Pete Westcott (PW)

Lisa Tabner (LT)

Amanda Botley (AB)

1. **Introduction** – PH welcomed Pete Westcott, prospective committee member
2. **Apologies -**  none
3. **Minutes of previous meeting** – agreed
4. **Matters arising** – GW said she has heard people are speaking about the new Martock hub.
5. **Action List**  - nothing

6. **Chair’s Report**

PH has previously sent out the PPG Chairs meeting of 26th Jan about clinical research papers; they want to spread the word about it. It was suggested we send it out to U3A. Agreed.

There was a Primary Care Network meeting today. AB raised peoples’ expectations to see a doctor – we have well trained practice nurses and surgeries are putting out this information and why people are seeing a nurse and not a doctor.

PG queried a letter he had received. Letters are the old form and new ones will be clearer about what you are being seen for.

LI asked whether reviews will be for people with existing conditions or those over a certain age. AB said they will be for those with chronic conditions.

PH – we need to work on communication with patients. Today’s Primary Care Network meeting had a presentation about health inequalities. He is going to ask to meet the Martock Community Agents team to identify people in the community who are harder to reach.

7. **Treasurer’s Report**

We still have the same amount of money. The bank has been slow on paperwork for the new Secretary to sign.

8. **Election of Secretary**

JB has offered. PH proposed the election, GW seconded and it was agreed.

Pete Westcott introduced himself. LI proposed him as a new committee member, GW seconded it and it was agreed Pete will join the PPG. Paul welcomed him.

9. **Practice Update**  - previously circulated

LI said it was a shame the new nurse practitioner hadn’t started. LT said they were very disappointed but they have someone who will be working 2 days a week.

La Fontana have been taking patients from hospital who no longer need nursing but have complex needs and this is a struggle for the practice.

PG asked if there is any information on the 4th jab – not yet.

11. **Practice Communications**

LT – there is a communications package being put together with templates and there will be updates every quarter to go on the web page, Facebook and Twitter. JB to send LT the names of the local Facebook groups for the villages.

The leaflet for new patients needs a PPG page. LI to write something.

12. **IT refresh and patient participation**

AskMyGP – other practices use Clinic but it is a bit cumbersome. If the system is changed we may be called on to do some training. It will cause some problems with some patients.

LI said said Martock was praised today at the PCN meeting for their referrals.

It came up that if you have an eye problem you can go to Robert Frith. Shows that it is important people are signposted to the right service.

13. **Function and purpose of the PPG**

PH – a briefing from the National Ass of PPGs shows they are out of touch. We need to think – what are we here for? Our relationship with the practice has changed. What do we want to do and what can we do? This to be on the agenda for the next meeting.

LM asked whether we should he helping with communication – pointing people in the right direction for services.

LI – could these things be included in the new patient leaflet? LM commented that written communication is not as good as talking to people. We need to encourage people to use AskMyGP or signpost them to other services.

PH is meeting the Martock Community Services team to see how to get the message out to people not on computers.

LI offered to take the practice leaflets to baby groups and U3A to talk about their issues.

PH – we need to confirm these ideas as the next meeting.

14. **AGM**

PH asked whether we have this in May or June. It was agreed to have an open meeting.

LI suggested we keep numbers down and ask people to book a ticket. We need to have somewhere with a stage so PPG members can be seen. LT suggested it could be a hybrid meeting.

It was decided June is better as it gives us more time to organise.

LT asked whether we could have a short presentation on AskMyGP and accessing the right person to see. LM suggested we could have tables on different topics, eg promoting home bp monitors, manned by a practice nurse. This would also help people get to meet the team.

PH – we can ask what people want and feed back the information to try to match what they can have.

PH will set up a meeting in March to talk about the AGM and the purpose of the PPG. This will be a face-to face-meeting.

**Date of next meeting – Wednesday, 6th April 2022 at 7 pm**