**MINUTES OF THE VIRTUAL MSPPPG MEETING HELD ON WEDNESDAY 14TH JULY 2021 AT 7PM**

**Attending:**

Paul Harding (PH) – Chair

Sam Radford (SR) – Secretary

Joy Bailey (JBa) – Chair of Comms sub committee

Gill Waldron (GW)

Lynda Moore (LM)

Jan Jones (JJ) – Deputy Practice Manager

**Item 1 – Welcome and introduction**

PH welcomed all to the meeting.

**Item 2 – Apologies for absence**

Apologies had been received from Mary Taylor, Pete Griffiths, Lesley Isaac and Lisa Tabner.

**Item 3 – Minutes of the previous meeting**

The minutes from the previous meeting were taken as read.

**Item 4 – Matters arising**

There were no matters arising.

**Item 5 – Action list**

Action 38 – it was decided by all present that we had done all we could with this action.

Action 40 – PH will check with Lesley Isaac that this action has been completed.

Action 41 – **action** **complete**, PH to send to SR to put on PPG webpage.

Action 42 – this still needs to be done, **action open.**

Action 43 – PH will talk to Lesley Isaac

Action 44 – PH asked if this is happening?

Action 45 – A Comms sub-committee meeting needs to be organised to discuss this.

**Item 6 – Chair’s report**

All present had received a copy of the Chair’s report prior to the meeting.

**Item 7 – Treasurer’s report**

Mary wasn’t at the meeting but asked PH to inform us that the bank balance remains the same at £565.19

**Item 8 – Practice update**

All present had received a copy of the Practice update prior to the meeting.

GW asked what happens if a patient isn’t aware they need a review? JJ said that a reminder will be sent to the patient two weeks before the review is due (in the patient’s birthday month), they will send a letter and/or a text depending on which is most appropriate for the patient and then another reminder nearer the time.

PH said that Derek Baker had found ambiguity in the wording of the letter he’d received for a prescription/medication review and was unsure if the patient was required to contact the surgery or the other way around. JJ said they were trying to time it so that a patient would have their medical review and their medication review afterwards.

PH suggested a Comms sub-committee meeting to agree some wording about the reviews process to put on our FB page and webpage. **ACTION PH**

**Item 9 – Covid booster/Autumn influenza vaccinations**

PH asked JJ if she knew when they would be starting the above? JJ said that they still don’t know if this will be offered at PCN level or whether it will be down to the individual practices. She will let us know as soon as they know more.

JBa asked if they would be doing antibody tests before giving a booster vaccination? JJ said not that she knew of and that no decisions had been made yet.

**Item 10 – Patient issues**

GW said that this item had been covered in the Practice update report but felt that 6 complaints in one month seemed quite low. JJ said that this was quite a high number and higher than they would normally expect to see.

GW asked about the reported server problem mentioned in the Practice update – JJ said there was a power outage in the area and the unit hadn’t rebooted correctly. The unit has been replaced and the problem solved.

**Item 11 – PPG and patient/Practice balance**

This item was to be led by Jenny Becker (JBe) who was not at the meeting. PH said that JBe has been receiving information from patients that the PPG is just a ‘voice pipe for the Practice’ and asked for people’s views on this?

GW said she felt we had the balance right, that we support the Practice whilst also being supportive of the patients, for example by passing on information and helping at vaccination clinics etc.

PH gave an example of a misinformed patient and said he felt that as a PPG we have a responsibility to correct a patient when they are repeating incorrect information about the Practice.

LM said that there will always be someone who is not happy with something and there will always be issues. The pandemic has put pressure on everyone but that we need to have real concrete examples of problems/concerns to be able to feed them back to the Practice.

JBa said she was representing the PPG at a Martock Friends meeting tomorrow to discuss their concerns but, in the meantime, she has noticed that a lot of the complaints from patients are about not being able to see a GP and instead being referred to a nurse or pharmacist. She feels that patients need to understand that these are also highly qualified professionals and that it’s not always necessary to see a GP.

PH asked all present if we were happy with the balance between patients and Practice? All present were happy.

**Item 12 – PPG volunteer policy (draft)**

PH has written a draft policy which we have all received and asked for views.

JBa said she thought it was fine. PH said he hadn’t included what we had previously agreed were our core activities as a PPG and did we think he should add it in? GW said yes, but in bullet point form rather than all the details.

PH said that it should be up to us as a committee to manage the volunteers, but if Practice staff had any concerns they should bring it to our attention, he will add this to the policy.

PH suggested if we were all happy with it he would send a copy to Bryony Finch and SHS. **ACTION PH.**

GW asked about training for volunteers and as SHS gets bigger would there be any in-house

training? JJ said that they have induction training for new SHS staff and that she would see if this could be offered to volunteers. PH said he would add this in to the policy before sending to Bryony.

**Item 13 – Venue for future meetings**

It was decided by all to keep our meetings virtual for now.

At 7:35pm Derek Baker (DB) joined the meeting. PH informed DB that we had discussed his concerns about the wording in his review letter and that as a PPG we will be sending out some information to patients to help explain the process to make it clearer.

PH said that one PPG chair has been asked to represent all the local PPG’s on the SHS Board and he wasn’t sure how this would work. He said that his expectation of SHS is that all the Practices would work in the same way – JJ said that each Practice has to work to their own patient demographic so will have some processes and policies the same but may need to adapt others. PH said because of this he felt it might be better to have a few PPG representatives rather than just one.

The meeting closed at 7:44pm Next meeting will be on Wednesday 11th August at 7pm