

LYME VALLEY PRACTICE

Bringing the community into the practice

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Thursday, 10th October 2024 at 11 am

Attendees:

Catrina Cornwall, Practice Manager (Chair)
 Beverley Liu, PPG Chair
 Judith Hunter, Patient Representative
 Brian Harrison, Patient Representative
 Christine Robinson, Patient Representative
 Ann Smart, Patient Representative
 Zia Ur Rehman Ansari, Patient Representative
 Dianne Green, Senior Administrator

1.	<p>Apologies – Paul Cotterill.</p> <p>Mr Ansari was welcomed as a new member to his first meeting.</p> <p>Beverley attended the first part of the meeting remotely via Teams due to feeling unwell. She informed the group that unfortunately she will need to leave the group as she is moving house and will, therefore, be outside of the practice catchment area. Beverley thanked everyone for their help and support over the time that she has been chairing/attending the group. Catrina thanked Beverley for her commitment to the PPG and the time she has spent on preparing the newsletter. This was reiterated by all members and Beverley was wished well for her house moved.</p> <p>For the remainder of the meeting the chairing responsibility were undertaken by Catrina.</p>	
2.	<p>Minutes of Meeting – 18th April 2024</p> <p>These were reviewed and accepted as a true and accurate record. No matters arising that are not already noted as agenda items.</p> <p>Unfortunately the meeting in July was cancelled due ongoing illness of the Practice Manager, Catrina.</p>	
3.	<p>Patient Feedback – Friends and Family Tests</p> <p>Catrina tabled the Friends and Family test results from April – September 2024. These were briefly reviewed by the group. Catrina explained that these have already been shared with NHS England as this is a mandatory requirement for the practice. They are also routinely shared with staff.</p> <p>If anyone has any questions/comments after more detailed review outside of the meeting, please do let Catrina know.</p>	All
4.	<p>PPG Newsletter</p> <p>The October newsletter had already been shared with the group. Catrina confirmed that this is now available to patients in the practice as well as being available electronically from the practice website. Brian asked if the newsletter could be shared more widely with patients and possibly be available in the consulting rooms for clinicians to pass onto staff. Catrina will give this some thought and discuss with the practice team.</p> <p>As Beverley will no longer be preparing the newsletters, Catrina has confirmed that she is happy to undertake this responsibility. Members were happy with this.</p>	

	<p>Catrina asked for ideas for articles for the next newsletter. Brian asked if we could raise awareness regarding Sepsis. Christine also stated that we could make reference to the national awareness months/weeks which is also a good idea.</p> <p>Any other requests for articles should be forwarded to Catrina.</p>	All
5.	<p>Annual PPG Survey</p> <p>The annual PPG survey is now due to commence. Catrina tabled last years survey which was reviewed. After some discussion it was agreed that for the majority this year's survey questions would be similar to last. Then the PPG would be able to compare the results across 2 years. Catrina would like to add one question regarding the use of the NHSApp.</p> <p>Members were asked to review the survey and if they would like to add/change any questions to let Catrina know within the next week. After this time Catrina will start to disseminate to patients for completion.</p>	All
6.	<p>Feedback on New Telephony System</p> <p>It was universally agreed that the new telephone system had had a positive impact on the practice. Brian and Judith had telephoned the surgery since installation and shared their experiences. Dianne also shared the experience from the staff perspective.</p>	
7.	<p>Any Other Business</p> <p>Future Chairing Responsibilities</p> <p>Catrina asked members if anyone would like to take on the Chair responsibilities now that Beverley will no longer be a member. No-one is able to undertake this currently and Catrina confirmed that she is happy to do this. This will be reviewed again in the April 2025 meeting.</p> <p>Judith asked Catrina to extend her thanks to the team for helping with a prescription issue for her husband whilst they were out of the area visiting family. Catrina confirmed that she would do this.</p>	
8.	<p>Date and Time of Next Meeting</p> <p>It was agreed that the next meeting would take place on 16th January 2025 at 11 am.</p>	