

Bennfield Surgery Patient Participation Group (PPG formerly PRG) Notes of Meeting held on 16 March 2023 held at 4pm.

Please note that during the meeting it was agreed unanimously to use the national term for this group which is Patient Participation Group. This name is therefore used throughout these meeting notes abbreviated to PPG.

Present

Terry Bell
Christine Batchelor
Cathy Heatley
Naz Malik
Fiona Philips
Martin Saxby - Chairperson

In Attendance

Kayley Delaney – Practice Manager
Jane Gardner – Office Manager
Dr Carol Warburton - Partner

1. Apologies for Absence

Eva Bridges
Danuta Freeman
Madeleine O'Connor
Les Strong

2. Chairperson's Remarks

Martin thanked everyone for coming and explained how he was hoping to help the PPG become even more effective and was hoping to contact the Chairpeople of other PPG's in the Rugby PCN to share issues of mutual concern.

ACTION: Martin to seek contact information via Jane

3. To Approve Notes of the meeting held on 10 November 2022

These were agreed unanimously as circulated and signed by the Chairperson, Martin Saxby.

4. Matters Arising and Actions

- I. We are now affiliated to the National Association of Patient Participation
- II. No action has been taken on the Newsletter but actions were planned later in this meeting.
- III. Use of the online features of the Accurx system have been discussed by the Partners, but currently they are reluctant to use them due to concerns for patient safety.

5. Practice Update

Kayley and Jane gave an update

- I. Most mornings there are now three people answering the phones which reduces the time patients spend in the queue. The members thanked Jane for doing this.
- II. New staff are being employed

- III. New LED lights have been installed which have been a big improvement.
- IV. The staff uniform is being updated.
- V. A new Respiratory Hub has been set up at Locke House and receptionists can arrange appointments there for patients with respiratory issues.
- VI. New equipment has been provided for the nurses including a new patient treatment bed.
- VII. Extended Hours Access is now available for the foreseeable future at three surgeries across town for which receptionists can book appointments.
- VIII. Spring COVID vaccinations for a very restricted group will be arranged shortly, NOT through the surgery, and will be administered at Locke House and Knight's Chemist. It is hoped the autumn COVID vaccination programme will run concurrently with the flu jabs.

6. Doctor's Update

Dr Warburton informed us that after 25 years at Bennfield she intends to retire this summer and the practice is actively seeking a replacement for her, hopefully a GP.

The new link Partner for the PPG will be Dr Williams.

Fiona proposed a vote of thanks for all that Dr Warburton had given to the practice and patients, which was unanimously endorsed.

7. National Association of Patient Participation

Martin gave an update on the NAPP and their annual meeting in January. He encouraged others to request login details to the NAPP website, we are allowed 10, Martin has one and currently logins had been requested by Kayley, Fiona, Ann and Eva.

Members were asked to let Martin know if they want a login or are experiencing any problems with the login.

ACTION: Everyone

Nationally groups such as ours are known as "Patient Participation Groups" (PPG) rather than Patient Reference Groups (PRG). It was agreed unanimously that we should adopt the national terminology. (Throughout these notes we have therefore used PPG).

ACTION: Martin to ask Sarah in the office to update the Website.

8. PPG Membership

Martin spoke of the need for the PPG to be as broadly representative and well supported as possible. He said that he intended to contact members in the PPG individually to discuss how best they could be involved and sought suggestions for potential new members.

This was welcomed by the members.

Martin will email everyone requesting their phone number so that he can ring them.

ACTIONS: Everyone suggest potential new members
Martin contact members individually

9. Practice Newsletter

It was agreed this was a good idea to do 2 or 3 times a year. Kayley suggested that once produced it could be placed prominently on the web site and all patients with mobile phone could be sent a text with a link to enable them to read/download it.

It was agreed that Kayley would ask Sarah, the staff member responsible for the web site, to meet with Martin to discuss content and production of the newsletter.

Any suggestions of what could be included are welcome.

ACTION: Martin to meet with Sarah

10. PPG Members' Email Addresses

Martin explained that whenever sending an email to the members he was fastidious in using the "BCC" feature so not to disclose people's addresses to other members. This seems rather odd as we should be able to communicate with each other.

It was agreed that from now on Martin would not do this but if any member does not want their email address included in the "To" box they will need to let Martin know.

This was agreed unanimously.

ACTION: ongoing

11. Publishing Minutes

The minutes of our meeting are a public record, and we will be publishing them on the web site. They include people's names, even if only in the Attendance and Apologies record.

The PPG agreed this was appropriate.

ACTION: ongoing

12. Any Urgent Business

Fiona requested if our telephone system would allow patients to cancel an appointment simply by pressing a key on their phone. Kayley had various reservations about this but said she would look into it.

13. Next Meeting

The time of meetings was discussed to enable the most people to attend regularly. It was also suggested that some might attend via TEAMS or ZOOM. It was agreed to explore this option.

It was agreed to fix our next meeting for **6 July at 4pm** but subject to change after Martin has spoken individually to members.

Agreed and Signed: 6 July 2023 Martin Saxby - chairperson