



## **PATIENT PARTICIPATION GROUP MEETING – “TEAMS ONLINE”**

**Tuesday 1<sup>st</sup> March 4pm**

### **MINUTES**

**Present:** Chair – Bev McLean – Business Manager, Guy Ovenden – Operations Manager, Lou McCaig-Holt – PA to the Management Team, Carol Westman – Patient Care Team Leader, Patients: Mick (current PPG Chair), Pat, Naseem, Peter H, Ann, Phil, Philip B, Peter & Melrose

**Apologies:** Karen, Fatima, Ian, Kim, Andrew, Sarah, Liz, Nadia & Kendal

**NOTE: THE PRACTICE SHARED A PRESENTATION THROUGHOUT THE MEETING, THIS WILL BE SENT OUT WITH THE MINUTES**

**Introductions** – the practice team briefly introduced themselves. Patient were not invited to introduce themselves (due to time constraints and the uncertainty of how the meeting would work online). Patients agreed this would be a really good thing to do at the next meeting, so those in the group can get to know each other.

**Action:** Ensure patient introductions on agenda for next meeting

**Overview of the Practice** – the current clinical staff and non-clinical staff structure are shared in the presentation.

**Current Priorities** - The priorities are primarily dictated by NHS England and the CCG (Clinical Commissioning Group) and are focused on catching up with a lot of key areas of work that were “put on hold” during the pandemic e.g. chronic disease reviews.

As a practice we are also prioritising:

- recruitment for the vacancies we have at present to ensure we have a full team to deliver our services
- developing the PPG
- developing a service we offer for patients who are Carers or have a Carer – the practice would like to find a patient who would be happy to get involved in this?

- pushing for funding to redevelop our Crossland site which has not been used routinely since the pandemic began. Some services are offered from there that we are able to provide at “Network Level” – we work with the three other practices in Beeston as a “Primary Care Network” (PCN) and deliver services that are only commissioned through the PCN e.g. Physiotherapy.

**Action:** Identify a patient to help with the “Carers Project” Naseem offered to help.

**The PPG** – we discussed the current formal documentation and agreed it should be reviewed with the aim of simplifying if possible? The six patients who were in the meeting at this point agreed they were happy to share each others emails with each other and would review and feedback suggestions. Mick was the chair and is happy for now to continue in this role and Pat offered to be Secretary and will take notes at future meetings. Mick pointed out that the CQC (Care Quality Commission who regulate GP Practices and inspect them) have expectations of the PPG agreement to include basics like quorate – their website may offer more information.

**Action:** Bev to send out the documentation to the sub-group and allow them to see each others emails (*Peter, Naseem, Melrose, Pat, Ann & Mick*). The group will then review and Peter will make amendments as agreed and will share back to the wider group once complete. Ideally we will have this ready for the next meeting – early May.

**The Survey Results** – the responses to the survey questions are in the presentation. The group considered them and agreed that the priorities should be:

- Accessibility – particularly issues with some patients unable to access digitally
- Carers Project
- Establishment of the PPG

**Next steps** – actions as identified above.

**Agree next meeting** – group agreed next meeting should be face to face with the option to join in virtually in unable to attend in person. Agreed early May – **Tuesday 3<sup>rd</sup> May 4-5.30pm Large Meeting Room Beeston Hill – first floor with virtual option.**

**AOB** - Bev advised she was happy to book a room if any of the group wanted to meet at any time before the next meeting.

**CLOSE** - Bev closed the meeting and thanked everyone for attending.