



Trent Valley Surgery Patient Participation Group (TVS-PPG) Annual General Meeting (AGM) DRAFT minutes

7pm Tuesday 28 September 2021 via Zoom

Present:

Caroline Coxon (CC) Chair
 Sylvia Bone (SB)
 Ruth Dymock (RD) Secretary
 Sue Ford (SF)
 David Greenop (DG)
 Paula Bacon (PB) Practice Manager
 Dr Suresh Nagappa

Fred Bridges (FB)
 David Ford (DF)

Item	Notes	Action
Speaker	<p>Speaker pre-AGM business: Diane Hansen, Head of Engagement and Inclusion, Lincolnshire Clinical Commissioning Group on <i>Being a Successful PPG</i>. Slide summary as well as more detailed summary of talk are on page #4 of this document, and were felt by the meeting to be very helpful, particularly with the notion of keeping action plans manageable, involving and reportable to the Practice patients to planned timescales. There was general discussion see page #5 of this document.</p> <p>It was agreed after this that CC should write formally to DH with thanks, whilst also remembering that the TV-PPG does provide an excellent service.</p>	CC
2.	Apologies: received in advance from Marion Goldacre (Treasurer) and Dennis Browne.	
3.	Minutes of the last AGM: 25 August 2020 had been read and accepted as a true copy in advance unanimously by members.	
4.	Matters Arising: p2 Noted that the PPG bank account has now been transferred to Barclays.	

	p3 Torksey meeting: noted that this did not take place as events took over.	
5/6.	<p>Chairman's Report: <i>copy attached on page #6-7 of this document.</i></p> <p>There were no queries arising from this, which had been read in advance by members as part of AGM preparation.</p> <p>The resolution to accept this report was passed unanimously in advance of the meeting.</p>	ALL
7/8.	<p>Treasurer's Report: <i>copy attached on page #7 of this document.</i></p> <p>MG was unable to attend meeting but all attendees had been able to peruse the 2020-2021 accounts and balance sheet in advance. CC noted the healthy bank balance to be discussed by the new committee with the Practice.</p> <p>The resolution to accept the report for this accounting period was passed unanimously in advance of the meeting.</p>	ALL
9.	<p>Practice Manager's Report: <i>copy attached on pages #8-9 of this document.</i></p> <p>This had been read in advance by members as part of AGM preparation. There are several staff retiring, including PB who is to do 2 days of secretarial work per week: CC thanked her very much for the work she has put in with the TVS-PPG, and PB confirmed that she would be guiding the new manager while she settles in. Thanks were voiced from other members and it was felt that PPG's role in acting as critical friend is appreciated.</p> <p>Comments from the meeting: SB offered congratulations to the receptionists who she had observed from the waiting room dealing with constant phonecalls, and SF seconded this. Dr Nagappa observed that it was hoped that post-covid telephone lines would be less busy. RD suggested maybe trying to reduce volume of calls with a welcome message on the phone to inform pts that covid boosters are not being arranged at GP Practice level.</p> <p>FB asked about patients deserting the practice in favour of other surgeries: PB replied that patients often move between surgeries/return and there had not been any new changes in this. Dr Nagappa encouraged unwell patients to use 111 at weekends, rather than wait until Monday morning to contact the GP (the 111 service is a GP service and should be used out of hours) and RD felt this could be part of a PPG action plan in future.</p> <p>Dr Nagappa also mentioned usefulness of social prescribing: CC agreed and felt PPG should promote this, possibly asking a speaker to a meeting. PB to forward information on this to CC.</p>	PB/CC
10/12.	<p>Constitution Update: Resolution: to accept changes.</p> <p>CC summarised the minor changes, which included a clause to improve committee member attendance. MG to check clause on insurance.</p> <p>The resolution to accept the proposes changes was passed unanimously in advance of the meeting. (attached electronically)</p>	MG

11.	<p>Election of Officers and Management Committee: Several people were retiring, and CC thanked PB very much for her work as Practice Manager with the TVS-PPG. CC also voiced the hope that DG would continue to be available with his considerable expertise on occasion, even though no longer a committee member. She thanked SB who has been a valued PPG member with her critical and thoughtful views.</p> <p>Voting for those Officers and Management Committee who wished to stand had taken place in advance of this remote meeting, and was accepted by the majority of those present with no objections voiced.</p> <p><i>A list of those voted in by the meeting is on page #10 of this document.</i></p> <p>CC said we have been trying to recruit new members, and wanted to pass on a comment about " How brilliant and accommodating Dr N is and how telephone appointments really suit working Mums'</p> <p>CC asked FB if he would attend the next TVS-PPG meeting which he agreed to do.</p>	<p>ALL</p> <p>FB</p>
13.	<p>Thanks to Chair:</p> <p>RD voiced thanks to CC for her work as Chair of the TVS-PPG, guiding it over the last two years, liaising with national, CCG and local organisations to see how a PPG can work to the benefit of a small surgery and its patients, and for showing such enthusiasm. This was unanimously agreed at the meeting.</p>	
14.	<p>Any Other Business:</p> <p>Dr Nagappa thanked the retiring committee members for all their hard work.</p>	
15.	<p>Date of next meeting/closure of this 2021 AGM:</p> <p>This is to be on Tuesday 9 November at 4pm held remotely via Zoom. The Meeting Closed at 20.30h.</p>	<p>ALL</p>

Timetable of Future meetings

Tuesday 9th November 4pm 2021 - Zoom

Tuesday 7th December 4pm 2021 Zoom

Tuesday 11th January 4pm 2022 Face to Face TVS

Tuesday 8th February 4pm 2022

Tuesday 8th March 4pm 2022

See following pages for copy of all AGM documents mentioned above.

“Being a successful PPG”

What does success look like

- What is the agreement between PPG and practice to make sure you can work well together?
- What do you plan to do as a PPG to help your practice in its work with patients?
- What resources are available to help the PPG and practice achieve their goals?
- How do you communicate with patients and find out what they want?
- How do you make sure all patients of the practice can join and take part in the PPG?
- Are you able to work with other health and social care organisations beyond the practice and, if so, how?

Work with the surgery to improve services

- DNAs
- Improve attendance at flu clinics; improve uptake of health checks
- Regular patient interaction to feedback any concerns

New services / changes that need to happen

- Ask the surgery to discuss future plan / service improvements with the PPG and explore how the PPG can help
- Be a part of the Practice’s quality improvement agenda

Working with patients

- Improve communications between the surgery and patients
- Being the patient voice
- Raising issues and challenges that patients face
- Sharing key messages from the surgery with patients
- Improve communication channels.

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Summary and Discussion following presentation:

There is no set model for a Patient Participation Group, it depends on the GP Practice and population.

How to progress?

We are about to have a new Practice Manager, so a good time to allow the PPG to continue to support practice and build on services currently given to patients.

Suggested Action Plans:

1. To stay on topic
2. Not to have too many plans at one time
3. Consider any resources needed eg admin, website
4. How to get messages to patients eg EConsult, ask patients best way to communicate, how to replace/recruit more committee members. how to publish successes and give/get feedback.

It was asked if the speaker could get to meetings; she covers many surgeries but can arrange talking to people ftf.

How to collect information?

1. PPG members to sit in waiting rooms/flu clinics and ask patients
2. Surveys on reception desk and online
3. Health checks – social media.
4. Discussion on new services from dispensary and delivery of prescriptions: PPG to be a critical friend, help and communicator
5. PPG to give help with consultations.

Communicating key messages

1. Local magazines
 2. Separate PPG leaflet, dropped in shops etc
 3. Voice of patient eg one patient survey per quarter, ask patients how they want this to work
 4. Access to reception area: different ways of using this for feedback eg (i) Listening – to give anecdotal evidence of what patients are saying and if they want us to do something about it
(ii) Improving access and patient experience comments box near waiting room/clinics etc. “Big things can happen, but sometimes small things happen” – and both are valid.
 5. Explanations of how to use communication channels eg EConsult, video explanations.
 6. Surveys: (Survey Monkey easy to use) plus recruitment for PPG online or in waiting rooms. Patients can agree to have email addresses to be used for surveys as long as explanation of use of data explained, agreed and renewed as necessary.
- SF commented that a lot of this has already been done by the PPG although the past covid-times have restricted face-to-face discussions in the waiting room.
 - We should make our Action Plans known, and tell everyone about them and their outcome at set periods eg every three months.
 - CC thanked the speaker, and agreed with SF that we do contribute already but that the most important thing is how the PPG supports the Practice – a critical friend and supporter. Dr Nagappa agreed that we have been a good PPG over the last 5 years.

28 Sep 2021 AGM: CHAIRMAN'S REPORT: Caroline Coxon

Reflecting on the last year and revisiting my August 2020 report and my penultimate paragraph which said *'the upcoming year will undoubtedly be very different to the past year with changes to the meeting and their mode of delivery, additional items on the agenda eg: Torksey Surgery and COVID 19'* how true was this!

From August 2020 to date it certainly has been very different and challenging for everyone across the world. The Corona Virus (COVID 19) pandemic has impacted on us all to a greater or lesser degree, positively and negatively and across a broad range of areas; social isolation, physical health problems and worries, mental health impact, disruption to education, employment and financial worries, worries about loved ones; time for reflection on life and values; increased physical activity to name but a few.

Ways of communicating have definitely changed over the last 18 months. The use of technology via Microsoft Teams and Zoom in particular has enabled some businesses to continue. We must not forget though that we can and should still pick up the telephone and / or arrange a safe face to face meeting.

Trent Valley Surgery (TVS) Patient Participation Group (PPG) has continued to meet monthly via Zoom (40 minutes in duration) throughout the last year. Minutes of the meetings have been posted on the TVS website and a paper copy displayed in both surgeries.

TVS PPG Secretary Ruth Dymock has been a stalwart. From producing excellent, accurate and professional minutes, to sending out via email gentle reminders about meetings, to supporting other PPG members, to being present at all meetings. Ruth is a great asset to the committee and should continue to be nurtured. Your contribution is very much appreciated. Thank you also for keeping me in check.

Progress seems to have been slow this year in terms of meaningful activity and achieving the PPG's purpose and aims as set out in the Constitution. Pandemic aside and taking a cursory review of the minutes over the last year, below is a brief summary (and in no order) of our activity:

- Liaison with the IT lead for TVS to improve ease of navigation on TVS website for information and minutes of meeting relating to the PPG
- Review of the PPG Constitution v3 (to be agreed at the AGM)
- A communication conduit between Torksey surgery and the patients of Torksey re: delivery of prescription drugs and the temporary closure of Torskey during the pandemic
- Re-registration with NAPP (National Association of Patient Participation Group) and online communication with PPG colleagues nationally
- Monthly submissions to the Foss Focus and The Elms Torksey Magazine
- Attendance / Representation (virtually) at NHS Lincolnshire Clinical Commissioning Group (CCG)

Unfortunately, discussions that started pre-pandemic, and as referenced to in my last year's Chairs report, eg: Friends and Family Test and how to maximise feedback; improve communication to include new members and a broader representation of the patient population, has been put on hold.

The upcoming year will continue, I am sure, to be very different to the past with the hope that face to face meetings will resume, if only 1:3.

We currently have 9 Management Committee Members; the constitution stipulates 10. We have been quorate at each of the monthly meetings. However, I have received notice of the following members

not standing at this year's AGM. Thank you to David Greenop, Sylvia Bone and Paula Bacon for all their contributions over the years, which collectively have been many. The PPG will definitely miss your years of experience, the contributions each of you have made and the expertise each of you have brought to the PPG on behalf of the patients of TVS. Thank you. Attracting new members onto the Management Committee is a must – ideas on how to be successful at this gratefully received?

After two years as Chair for the TVS PPG I too have taken the decision to step down – leaving a Chairs Vacancy. If you are willing and interested and / or know of anyone who is, and they are a registered patient at TVS, then please do get in touch.

Finally, we have to remember that part of life is understanding that real change and progress comes with dedicated perseverance, but also realising that challenges, obstacles and roadblocks will appear from time to time. The last year is proof of this, nonetheless slow progress is better than no progress.
CC

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2021 AGM TREASURER'S REPORT: Marion Goldacre

There has been very little activity during the financial year of 2020/2021 due to the pandemic.

However, I am happy to report that the account previously held at the TSB in Gainsborough has now been closed and the balance of £9.73 transferred to the account held with Barclays Bank. The balance at Barclays now stands at £388.70. MG

TVS-PPG BALANCE SHEET 2020 – 2021

INCOME			EXPENDITURE		
04-Jun-20	Brought forward	£378.97	04-Jun-20	No expenditure	£0.00
30-Aug-21	Balance from TSB	£9.73			
Total as at September 2021		£388.70			£0.00

PRACTICE MANAGER'S REPORT FOR THE TRENT VALLEY SURGERY PPG AGM Tuesday 28 September 2021 7pm

This will be my final report for the PPG, as I am stepping down as Practice Manager from November 2021. The Practice Manager's position will be covered now by 2 managers – Cathy Brockwell, Business Manager. Cathy is an experienced Practice Manager, and has worked at various GP practices in Lincolnshire as a manager; her experience will be invaluable to take the practice forward. Also, Lynn Pond, Operations Manager – Lynn is very experienced in general practice and will provide valuable support for the Business Manager.

The past year has presented many challenges for the surgery – mostly due to the ever present Covid 19. Challenges around keeping staff and patients safe, and keeping the surgery as clean as possible were constant. All staff were extremely vigilant, cleaning protocols were put in place, patients were really understanding ie masks, hand gel and distancing became the norm. Although, at times, disappointingly there was an element of anger and frustration aimed at staff from some patients, but staff continued to do the best they could for our patients.

Due to isolation requirements for some staff, we were not always fully manned. Some staff had to isolate because family members had Covid, or they themselves had to isolate. GP's continued to consult with patients either via the telephone or e-consultations, keeping both staff and patients as safe as possible. Our nursing team has coped extremely well under the circumstances, one nurse had to work from home through much of the early lockdown and the second lockdown, and she provided support remotely to the nurses who were able to be in the surgery. Nevertheless, this added extra pressure to the nursing team.

Dispensary team were faced with medication shortages caused by the lockdown, and Brexit, this continues even now with the shortage of haulage drivers throughout the country. The dispensing team were also under-manned significantly during the first lockdown, but pulled together, covered each other when necessary and generally worked extremely hard to ensure that they could provide a service to our patients.

On the whole we were very fortunate to escape the worst effects of Covid, this I think was due to our rural location, in addition staff and patients pulled together to ensure they work the correct PPE and adhered to the protocols put in place.

Whilst dealing with the difficulties that Covid has presented the practice has undergone structural changes ie a new GP consulting room, a meeting/consultation room and a reconfigured reception area. We also acquired additional rooms upstairs, which has enabled the surgery to expand for the future and employ additional admin staff to deal with the ever increasing workload generated in a modern GP practice.

During the first lockdown we moved the dispensary in Torksey to the Saxilby Surgery, which was met with mixed reactions from our patients. It has however, allowed the Dispensary team to work more effectively and efficiently, especially when the team were depleted it was very difficult to run both dispensaries with split teams. We have successfully started a delivery service to Torksey and surrounding villages, and it is currently being expanded to the Burton Waters area. We now have a van for the delivery driver too.

New staff who have joined the clinical team:

Dr Uchenna Anugwa – a salaried GP, working Monday, Tuesday and Wednesday
Emily Wong – Advanced Nurse Practitioner – working Wednesday, Thursday and Friday
Leanne Foxon – Practice Nurse – working Wednesday, Thursday and Friday

Clinical staff who will be either reducing hours or retiring:

Sue Hookings – reducing hours from October 21, working Monday, Tuesday and Wednesday half day.
Sue Vickers – retiring January 2022

As this is my final report, I would like to thank all members of the PPG for their huge contribution to the practice over the years. You have all given your spare time to give advice, help with fund raising, attended vaccination clinics to help. It has been my absolute pleasure to have been part of the group. I wish you all the best for the future.

Paula Bacon
Practice Manager
16.9.21

**TVS-PPG Officers and committee confirmed as elected at TVS-AGM
September 2021:**

Caroline Coxon (Chair) (*continuing meantime until new chairman in post*)

Ruth Dymock (Secretary)

Marion Goldacre (Treasurer)

Dennis Browne

Sue Ford

Cathy Brockwell (*for TVS*)

