Dr Kumar & Dr Sinha Family Practice

(Shoebury Health Centre)

Patient Participation Group (PPG)

Meeting|Minutes

## Meeting date | time 11/02/2021 | 18:00 | Meeting location Video Conference

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| |  |  | | --- | --- | | Meeting called by | Tricia Cowdrey | | Type of meeting | Regular PPG update | | Note Taker | Ian Johnston | |  |  | |  |  | | Justine Jobson  Jason Faux  Lin Spence |

# Agenda topics

## Agenda Topic Apologies for Absence| Presenter Tricia

Sharon Jones.  Primary Care Mental Health Nurse (PCMHN)

## Agenda topic Minutes of Previous Meeting | Presenter All

* The minutes of the previous meeting were agreed.

## Agenda topic Matters Arising | Presenter All

* The on=boarding of new patients from the Eagle Way surgery is proceeding well with approx. 600 new patients being enrolled.
* Lin will be receiving videos from the PCN that help explain their new prescriber roles. If they are suitable for sharing with the group / patients she will forward them on.

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| Action items | Person responsible | Deadline |
| The latest surgery demographics to be provided to the group to inform the approach to inclusive recruitment. | Lin | Next Meeting |

## Agenda topic PPG Group Terms of Reference| Presenter Tricia

* The proposed TOR was reviewed and agreed by the group. The accompanying action plan was updated, and it was agreed to become a working document to track progress.

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| Action items | Person responsible | Deadline |
| Maintain action Plan. | Tricia | Next meeting. |
| Ian to issue draft minutes for Tricia to review and forward to Justine for posting in the practice | Ian | Next meeting |

## Agenda topic Surgery Report | Presenter Justine

**Covid-19 Vaccination program.**

Workload is reaching unmanageable levels, compounded by enquiries from patients regarding the programme. This is impacting receptionist’s and the phone system. A discussion was held around getting some automated messaging programmed in the system to give out the latest Covid – 19 status to aid pressure on the front line.

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| Action items | Person responsible | Deadline |
| Justine to discuss with voice technician, | Justine | ASAP. |

## Chairs Report | Presenter Tricia

**PPG Meetings**

As Chair of this PPG attended the bimonthly CCG Patient and Community Reference Group meetings

Tricia feels the PPG’s are getting left behind as the PCN are trying to setup their own but with slightly different focus. The CCG are trying to set up something else regarding patient groups.

She has raised her concerns with the meeting.

Tricia informed the group that Chris Gasper is currently leading on how PPG ‘s fit in with other NHS organisations especially in terms of communications and consultations i.e. the new A&E appointment process being introduced in South Essex on Dec 1st with limited patient communication!!

## PCN Update Presenter Lin

The PCN are coordinating the COVID-19 vaccination program for the Health Centre along with 5 other local surgeries. PHE or individual surgeries are also running their own programmes and this is leading to some admin confusion.

David Hart the Physician Associate has left his post and no replacement available yet,

## Agenda topic Shoebury Ambulance Station Presenter Tricia

There is no change to current status. The Essex Ambulance Service is currently in special measures which will have an impact on any decisions going forward.

## Agenda topic Shoebury Health Centre Development| Presenter Tricia

Any new Health Centre for Shoebury will not be on the Garrison as it is on a flood plain. Tricia is campaigning to ensure the PPG has a place at the table for any future stakeholder events.

## Agenda topic Inclusion| Presenter Tricia

A recruitment flyer for the group was agreed upon and will begin distribution within the prospective patient population. The process was documented in the TOR review and Tricia has agreed to act as the prime contact for any new applicants.

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| Action items | Person responsible | Deadline |
| Lin / Justine to distribute flyer in New Patient Packs and post onto Website and patient noticeboard. | Justine | ASAP. |
| Act as PPG contact for potential recruits. | Tricia | Ongoing |

## Agenda topic AOB| Presenter All

None.

**Meeting Closed**: 18:55

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| Date of next Meeting | Time |  |
| Thursday 3rd 2021 via Teams. | 18:00 |  |