

## Agenda & Minutes – PPG Meeting

Date: 18<sup>th</sup> October 2021  
 Time: 6pm-7pm  
 Venue: Grovelands Medical Practice  
 Attendees: OM, AM, PB  
 TK, AR, FD, RD,  
 LW, NB, JV, SM  
 Apologies: ST

	Agenda
1.	Welcome
2.	PPG Overview
3.	Review of minutes
4.	Update from Practice
5.	Communication and Surveys
6.	PPG member items
7.	A.O.B.
8.	Schedule Next PPG Meeting

Agenda Item	Minutes	Action
1.	OM welcomed everyone to the first Face to face meeting we have had since Covid. OM welcomed the PPG newest member AR Members introduced themselves.	
2.	<p><b>PPG overview.</b>                      OM spoke about her research into PPG groups and what is required legally.                      It was proposed that the quorum for our meetings should be:                      1 Manager, 1 GP, 1 Chair, 3 x Members. This was agreed.</p> <p>Purpose of the PPG                      it as a forum for practice staff and patients to discuss how to</p> <ul style="list-style-type: none"> <li>• improve Grovelands</li> <li>• talk to patients and report feedback</li> <li>• support the practice where possible</li> </ul> <p>It was not somewhere members could request favours i.e. quicker appointments.</p> <p>Virtual Group –                      OM spoke with patients at a recent Flu clinic held at Grovelands and collected 20 email addresses of patients who would like to be involved in supporting the PPG and practice. These members wouldn't attend meetings but be kept informed through emails.</p> <p>Privacy Notice -                      Data protection required for holding the details of the PPG members. To be finalised by Practice Manager and Chair, then circulated to members.</p> <p>Minutes to go on the Website.                      Initials of members to be used. No names.</p> <p>Aims – To be the best PPG</p>	OM

3.	<p><b>Review of previous minutes.</b></p> <p>Code of Conduct – Signed by all members except ST. Practice to follow up.</p> <p>Social Media to advertise practice – To be updated.</p> <p>Walking group – Covid restriction prevented the group meeting at the Surgery. They have since found it easier to meet in Reading. Their numbers have dwindled due to Covid restrictions.</p> <p>AR mentioned that there are several other walking groups local to Grovelands. If contact details are found then perhaps, we could advertise in the surgery.</p>	JV & AR
4.	<p><b>Update from Practice.</b></p> <p>New bigger T.V. screen improved resolution in the waiting room with easier to read adverts.</p> <p>Please let us know if there is anything specific you wish to see on screen.</p> <p>New Practice signs have been put up at the front and back of the surgery. PB has contacted the Housing Association next door to cut back the foliage as this obstructs the signs. They have replied and said they will look into the matter.</p> <p>Blood tests- national shortage of blood bottles. This has been resolved and tests are back on track.</p> <p><b>Booking appointments</b> Mondays – High volume of calls, Appointments are a mixture of telephone and face to face.</p> <p>Q. – Will Face to Face appointments be reintroduced? A. these will be increased depending on Covid restrictions.</p> <p>Face to Face will depend on the type of appointment but we are finding that people are taking telephone appointments whilst they are shopping, working and even on holiday (in this county or overseas).</p> <p>There is also an increase of DNA's</p> <p>Member Observation – It isn't always made clear if the appointment is a Telephone call or Face to Face.</p> <p>Feedback- Practice to investigate this.</p> <p>Dr Mount informed us that appointments should be with your own GP unless they are not in that day. GP appointments are not available to book via the website, blood test appointments can be booked on-line.</p> <p><b>Staff update-</b> Dr Ajmal has been made a partner, Dr Dias and Dr Tucker have reduced their hours. Patients have been informed by text or letter but this is costly.</p> <p>We are currently advertising for a new GP and Practice Nurse.</p> <p><b>Review of Website</b> The practice is updating the website but have limited time to do this. Any feedback from members is welcome.</p>	PB/AM

<b>5</b>	<p><b>Communications and Surveys</b> – Handed out to members.</p> <p>All members should have received the Autumn PPG Newsletter. The newsletters will be published on the website.</p> <p>Healthwatch Reading conducted a public survey earlier in the year on experience of telephone access at GP practices. This survey was forwarded to the PPG at the time. Our CCG (Clinical Commissioning Group) have requested that we have patients response.</p> <ul style="list-style-type: none"> <li>○ Members said that the informed queuing system was helpful. It helped to know how many calls were before you.</li> <li>○ It's always been easy to call the surgery.</li> </ul> <p>The new telephone system can deal with a larger call influx.</p> <p>Friends and family results are now on the website.</p> <p>Complaints – PPG discussed any which were relevant to patient experience. Patient Complaints were discussed with no identifiable information given.</p>	PB
<b>6.</b>	<p><b>PPG member Items</b></p> <p>OM mentioned that it would be great if members could help marshal the next flu clinic. Date not been set as we are awaiting another delivery of vaccine.</p>	OM
<b>7</b>	<p><b>A.O.B</b></p> <p>FD requested that when the person at face 2 face meeting is speaking could they remove their masks as he found it difficult to hear them. AM apologised but stressed that it was important that we continue to protect each other by wearing masks. Especially as covid numbers are rising.</p> <p>OM said she was happy to meet up with members informally for a cup of tea and get to know each other.</p>	
<b>8.</b>	<p><b>Next meeting</b> to be arranged in the New Year. This could be F2F or MS Teams depending on Covid Restrictions.</p>	OM/PB