

PATIENT PARTICIPATION GROUP (PPG) COMMITTEE

MINUTES OF THE MEETING HELD AT SIXWAYS CLINIC

Wednesday, 12 February 2025

ATTENDEES/PPG COMMITTEE:

Sue Prew (Chair) SP
Anna Frost (Secretary) AF
Diane Evans DE (Social Secretary)
Brenda Reid BR
Chris Reid CR (Veteran Friendly Practice Representative)
Rob Reid RR

Sixways Clinic:

Cerys Doe (Operations Manager) CD

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair (SP) welcomed everyone to the meeting.
Apologies for Absence: Jane Jones, Kesh Makhecha.
The resignation of Janet Littlecott was noted.

2. MINUTES OF THE LAST MEETING HELD ON MONDAY, 13 JANUARY 2025

The Minutes of the last meeting held on 13 January 2025 were signed as a true record.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING

a. Sixways Clinic Website and Facebook Page

The Sixways Clinic Website and Facebook Page are under review; to be prioritised.
Anna Frost (AF) to liaise with Cerys Doe (CD) re updates/amendments.

b. Primary Care Network (PCN)

SP was unable to attend the meeting of the Primary Care Network (PCN) on 24 January 2025 but is waiting for documentation from the meeting; next meeting date to be confirmed.

c. Photographs

Photographs of the GP Partners/GPs in the waiting room; to be discussed with SM.

4. PPG ANNUAL GENERAL MEETING – 12 JUNE 2024

a. Matters Arising from the AGM

Letter from Outgoing/Incoming Chairs to GPs/GP Partners

The PPG Committee reiterated that the attendance and input of a GP Partner at a PPG Committee meeting (or part of a meeting) would be greatly appreciated so that the PPG could support the Practice appropriately; to be prioritised - SM to pursue in consultation with Sixways Clinic GP Partners.

b. Suggestion Box for patients to send comments to PPG Committee

It was agreed that the PPG Committee suggestion box could be amalgamated with that of the Practice feedback box; CD to pursue.

5. VOLUNTEERS

a. General Comments

SP confirmed that Katie Holmes, Sue Ryder, Volunteer Co-Ordinator, will attend a future PPG Committee meeting and give a brief talk about the role of volunteers. New members to the PPG Committee could be recruited via the Practice Website and Facebook Page, Instagram (yet to be set up) and PPG noticeboard.

Volunteers would also be welcome to help with e.g. marshalling during the vaccination programme.

Linking with the local PCN would be of benefit as ideas could be exchanged with other PPGs.

b. Report of GPPGN Volunteering Working Group Workshop, 22 January 2025

AF reported that she had attended the workshop which had been a useful exchange of ideas. PPGs have different ways of working and are at different stages of development. The workshop had discussed the training of volunteers (dependent on their roles) and Practices taking the lead on working with volunteers across all aspects.

(c) Badges

CD confirmed that 'Volunteer/PPG' lanyards/badges for PPG Committee Members and visitors to the Practice have been ordered.

(d) Recording of Volunteer Hours

CD confirmed that a logbook is on order; to be used to record volunteer hours/guests and visitors to the Practice.

6. CARERS' COFFEE HOURS

The Carers' Coffee Hour on 15 January 2025 – All was in place but no carers attended. The Practice had sent out invitations by text. However, Leona Smith (Social Prescribing Link Worker/Cheltenham Peripheral PCN) and three colleagues, a representative from a local Peer Dementia Group and Cllr Lynda Johnson (Charlton Kings Parish Council) did attend as well as CD, three PPG Committee Members and Dr Ubhi (GP Partner) and useful discussions had taken place.

It was agreed that the next Carers' Coffee Hour should take place in May with invitation texts to be followed up by telephone by the Practice; date to be confirmed at the next PPG Committee Meeting. **CD** to post information on the Practice Website when available. Notice to be added to the PPG noticeboard.

Rob Reid (RR) has a contact with vast experience of working with the Glos Carers' Hub and also PPGs; **RR** to invite them to attend a PPG Committee meeting and to liaise with SP.

7. PRACTICE UPDATES

a. Staff

The Practice is in the process of recruiting two care navigators/administrators, a secretary and an ANP Nurse. A GP trainee and a PCN GP will be joining the Practice.

b. Vaccination Programme: Spring Covid Boosters

Dates/arrangements to be confirmed. The Practice to consider prioritising vaccinations for marshalls.

7. Practice Updates continued.

c. 'I need to see a doctor' Publication

SM/CD to follow up.

It was agreed that the no further input is required from the PPG Committee as there is a new publication in development – see Item 8, point 4 below

d. 'Right Care First Time' Video

SM/CD to follow up.

It was agreed that no further input is required from the PPG Committee.

e. E-Consult – CD clarified how to use E-Consult to contact the Practice online.

f. Practice Telephone Messages have been updated.

8. GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP NETWORK (GPPGN)

AF had attended the GPPGN meeting on 7 February 2025 via Teams.

AF outlined the following presentations:

1. Carers' support at Glos Royal and Cheltenham General Hospitals
2. The NHS 10-Year Plan for Health
3. General Discussion about PPGs
4. Healthwatch Gloucestershire (Champions local health and social care users) - update included the forthcoming publication, Accessing GP Services Booklet which will be available in hard copy and digitally. The PPG Committee made suggestions for inclusion in the booklet which **AF** will pass on to Healthwatch (as she is a volunteer proofreader on the publication) and report on progress at the next PPG Committee meeting.

AF to continue to circulate information from the GPPGN to the PPG Committee and **SM/CD**.

Next GPPGN Meeting: 7 April 2025 – via Teams.

For information about the GPPGN & meeting presentations see:

<https://getinvolved.glos.nhs.uk/ppg-network>

9. ANY OTHER BUSINESS

a. PPG Committee Terms of Reference/Confidentiality Disclaimer Forms

All PPG Committee Members had signed the revised Terms of Reference and Confidentiality Disclaimer Forms and returned them to Sharon Matthews.

b. Connect Directory

RR confirmed that the Connect Directory produced by Charlton Kings Parish Council (which includes information about groups relating to social prescribing matters) has been revised and is now available in print and digitally. **RR** to distribute copies to the Practice.

c. VFP Representative

Chris Reid reported that he has recently joined a new Veterans Group in Cheltenham which meets on the first Thursday of the month at St Philip and St James Church. The aim of the group is social and will be a useful contact with other veterans.

10. DATE OF NEXT MEETING

Wednesday, 26 March 2025 – 12.30pm-1.30pm at Sixways Clinic