

PATIENT PARTICIPATION GROUP (PPG) COMMITTEE

MINUTES OF THE MEETING HELD AT SIXWAYS CLINIC

MONDAY, 13 JANUARY 2025

ATTENDEES/PPG COMMITTEE:

Sue Prew (Chair) SP
Anna Frost (Secretary) AF
Diane Evans DE (Social Secretary)
Jane Jones JJ
Janet Littlecott JL
Kesh Makhecha KM
Brenda Reid BR
Chris Reid CR (Veteran Friendly Practice Representative)
Rob Reid RR

Sixways Clinic:

Sharon Matthews (Practice Manager) SM

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair (SP) welcomed everyone to the meeting.
Apologies for Absence: None

2. MINUTES OF THE LAST MEETING HELD ON MONDAY, 25 NOVEMBER 2024

The Minutes of the last meeting held on 25 November 2024 were signed as a true record.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING

a. Social Prescribing

Last November, SP had met Monica Boulton (MB), Lead on Health Care Integration to discuss social prescribing matters. MB will liaise with the Editor of Careers Matter (the magazine of the Career Development Institute) to contribute an article about Social Prescribers (also referred to as Link Workers) in a forthcoming issue of the magazine.

Rob Reid (RR) confirmed that the Connect Directory produced by Charlton Kings Parish Council (which includes information about groups relating to social prescribing matters) is in the process of being updated.

b. Sixways Clinic Website and Facebook Page

The Sixways Clinic Website and Facebook Page are under review.
Sharon Matthews (SM) and Cerys Doe (CD) to action.

c. Disclaimer/Insurance Liability Signage for Sixways Clinic Waiting Room

New disclaimer/insurance liability signage is displayed in the reception area of Sixways Clinic.

d. Role of Volunteers

See Item 6 below.

e. Primary Care Network

SP will attend a meeting of the Primary Care Network on 24 January 2025.

3. Matters Arising from the Minutes of the Last Meeting - continued

f. Potholes

Chris Reid (CR) and RR were thanked for resolving the issue of potholes at the entrance of the Sixways car park. (Note for future reference: The repair of potholes is the responsibility of Glos County Council/Glos Highways. Report ref: FixMyStreet : 6084551/June 2024).

4. PPG COMMITTEE TERMS OF REFERENCE/CONFIDENTIALITY DISCLAIMER FORM

After a brief discussion it was agreed that the revised Terms of Reference and Confidentiality Disclaimer Form should be signed by members of the PPG Committee and returned to SM as soon as possible after the meeting.

Guests invited to PPG Committee meetings will be required to sign a (Guest) Confidentiality Disclaimer Form.

It was noted that the revised PPG Committee Roles and Responsibilities document had been circulated to all Committee members prior to the meeting.

5. 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; SM to pursue.

The Committee suggested that when appropriate and allowing for time a Practice staff member might be designated to attend to PPG Committee business; to be discussed at the next PPG Committee Meeting.

b. Suggestion Box for patients to send comments to PPG Committee; **SM** to action.

6. VOLUNTEERS

There was general discussion about the role of volunteers at Sixways Clinic. 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.

(a) Badges

SM to organise 'Volunteer/PPG' badges for PPG Committee Members.

(b) Recording of Volunteer Hours

SM to organise a recording mechanism for volunteer hours and dates including attendance at PPG Committee Meetings/Carers' Coffee Hours (to be backdated). Visitors (non-patients) to the Practice also to be recorded. There was discussion about the value of recording volunteer hours.

(c) Virtual Patient Participation Group

There was discussion about the possibility of setting up a Virtual Patient Participation Group as not all patients can attend face-to-face meetings.

(d) Survey

It was suggested that a survey could be sent to all registered patients so that the PPG Committee can collect more diverse suggestions/views on Sixways Clinic.

SM to check previous surveys.

6. Volunteers - continued

(e) Glos PPG Network (GPPGN) Working Group on Volunteering

AF has joined the new GPPGN Working Group on Volunteering and will attend an on-line workshop (about volunteering) on 22 January 2025.

7. CARERS' COFFEE HOURS

Date of next Carers' Coffee Hour – Wednesday, 15 January 2025

Practical arrangements were discussed.

SM had sent invitations to carers registered with Sixways Clinic. SP had invited Cllr Lynda Johnson LJ (Charlton Kings Parish Council) and Izzy Kaminski (Lead Volunteer, Charlton Kings Community Allotment Project). SM confirmed that Leona Smith (Social Prescribing Link Worker/Cheltenham Peripheral PCN) will attend the Carers' Coffee Hour.

8. PRACTICE UPDATES

a. Staff

The Practice is in the process of recruiting two care navigators/administrators.

b. Vaccination Programme: Spring Covid Boosters

Dates/arrangements to be confirmed.

c. 'I need to see a doctor' Publication – SM/CD to follow up.

d. 'Right Care First Time' Video – SM/CD to follow up

AF to send SM/CD background information re items 8c and 8d above.

9. COLLABORATION WITH CHARLTON KINGS PARISH COUNCIL incl DIGITAL INCLUSION

The PPG Committee will continue to liaise with LJ and the Practice will circulate relevant information to patients via noticeboards and the Sixways Clinic Facebook Page.

The importance of digital inclusion is appreciated; **KM/SP** to research other avenues including Charlton Kings Public Library re digital inclusion information/courses as local funding for this has been reduced.

10. GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP NETWORK (GPPGN)

AF had attended the GPPGN meeting on 13 December 2024 via Teams.

The following presentations were noted:

1. Digital Transformation and the NHS App
2. The Landline Switchover to Digital Voice
3. Glos Talking Newspapers
4. Have your Say in the NHS 10-Year Plan

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

Next GPPGN Meeting: Friday, 7 February 2025 – via Teams. For information about the GPPGN & meeting presentations see: <https://getinvolved.glos.nhs.uk/ppg-network>

11. ANY OTHER BUSINESS

It was suggested that it would be helpful to patients to have photographs of the GP Partners/GPs in the waiting room; to be discussed with SM.

12. DATE OF NEXT MEETING

Wednesday, 12 February 2025 – 12.30pm-1.30pm at Sixways Clinic