

PATIENT PARTICIPATION GROUP (PPG) COMMITTEE

MINUTES OF THE MEETING HELD AT SIXWAYS CLINIC

MONDAY, 25 NOVEMBER 2024

ATTENDEES/PPG COMMITTEE:

Sue Prew (Chair) SP
Anna Frost (Secretary) AF
Janet Littlecott JL
Brenda Reid BR
Chris Reid CR (Veteran Friendly Practice Representative)
Rob Reid RR

Sixways Clinic:

Cerys Doe (Operations Manager/Deputy Practice Manager) CD

1. WELCOME AND APOLOGIES FOR ABSENCE/QUORUM

The Chair (SP) welcomed everyone to the meeting.
Apologies for Absence: Diane Evans, Jane Jones.

The meeting of 30 October 2024 did not have the required quorum of 5 (current Terms of Refers/Section 4) therefore Minutes/decisions were not taken but notes of updates were circulated to the PPG Committee prior to the November meeting.

2. MINUTES OF THE LAST MEETING HELD ON WEDNESDAY, 31 JULY 2024

The Minutes of the last meeting held on Wednesday, 31 July were signed as a true record.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING

a. Walking Groups (as part of social prescribing) - Item 3a/31 July 2024 Minutes refers. SP had followed up the walking groups which continue to meet regularly on an informal basis. Rob Reid (RR) pointed out that the Connect Directory produced by Charlton Kings Parish Council has information about groups relating to social prescribing matters; a copy is available in the Practice waiting room.

b. Role of Social Prescribers - Item 3b/31 July 2024 Minutes refers. The proposed article on social prescribing which was to be featured in an issue of Career Matters (the magazine of the Career Development Institute) had not been pursued. Sharon Matthews (SM) to follow up on communication between social prescribers and the Practice.

SP to meet Monica Boulton, Lead on Health Care Integration on 26 November 2024 (via Teams) to discuss social prescribing matters - Item 11a/3 October 2024 notes refers.

c. Sixways Clinic Website and Facebook Page – Item 3c/31 July 2024 Minutes refers. The Sixways Clinic Website and Facebook Page require updating; Cerys Doe CD/SM to review and action.

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

Item 3d/notes of 30 October 2024 meeting refers. Disclaimer/insurance liability signage to be updated as soon as possible; SM to action. Other matters relating to compliance (re Care Quality Commission requirements) are under review; Kesh Makhecha (KM) to assist SM where appropriate in 2025.

4. PPG COMMITTEE TERMS OF REFERENCE/CONFIDENTIALITY DISCLAIMER FORM

The PPG Committee reviewed and agreed the revised Terms of Reference; Anna Frost (AF) to edit and SP to circulate. The revised Terms of Reference will be signed by each member of the PPG Committee and returned to SM.

The Confidentiality Disclaimer Form was reviewed and it was agreed that the form should be added to the Terms of Reference document and signed by each member of the PPG Committee. The Confidentiality Disclaimer Form for guests invited to PPG Committee meetings was also reviewed and agreed.

5. PPG COMMITTEE ROLES AND RESPONSIBILITIES

The revised PPG Committee Roles and Responsibilities were reviewed and agreed. AF to edit and SP to circulate.

6. PPG ANNUAL GENERAL MEETING – 12 JUNE 2024

a. Matters Arising from the AGM

Letter from Outgoing/Incoming Chairs to GPs/GP Partners

It was noted that the PPG Committee had not yet received an acknowledgement to the letter; SM to follow up. The PPG Committee advised 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.

NB. See also Item 10b below re the role of volunteers.

b. Proposed Meeting with the New Sixways Clinic Practice Manager

AF and SP had an informal meeting on 25 September 2024 with SM at Sixways Clinic. They had updated SM on PPG Committee activities to date including Carers' Coffee Hours and marshalling re the Vaccination Programme.

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

7. CARERS' COFFEE HOURS

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

Practical arrangements were discussed. More volunteers are needed to help on the day. SM to send out invitations to carers. SP to send out invitations to guests. Janet Littlecott (JL) drew attention to a leaflet produced by Crossroads Care Gloucester which has information that carers would find helpful; CD to follow up.

8. PRACTICE UPDATES

a. Staff Appointments

The Practice currently has a full complement of nurses including one who specialises in sexual health and another who specialises in asthma/COPD and will train in diabetes care. Four new Care Navigators have been appointed. Also, the position of part-time Finance Assistant has been advertised and a new Registrar will join the Practice in early 2025

b. Vaccinations Programme: Autumn Covid Boosters/Flu

AF, SP and RR had acted as volunteer marshals over 14 days in October/November 2024. Feedback from patients has been positive. CD extended thanks on behalf of the Practice to the volunteers for their help.

8b. Vaccination Programme: Autumn Covid Boosters/Flu continued.

SM to organise 'Volunteer/PPG' badges and a logbook to record volunteer hours and dates including attendance at PPG Committee Meetings/Carers' Coffee Hours (to be backdated). Visitors (non-patients) to the Practice to also sign-in to the logbook.

It was suggested that in future volunteer marshals (if eligible for vaccinations) should have their vaccinations before they start their marshalling duties due to the risk of infection.

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

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

AF to send CD background information re 8c and 8d.

9. COLLABORATION WITH CHARLTON KINGS PARISH COUNCIL

a. Digital Inclusion

The PPG Committee will continue to liaise with Cllr Lynda Johnson (LJ/Charlton Kings Parish Council) and the Practice will circulate relevant information to patients via noticeboards and the Sixways Clinic Facebook Page. The importance of digital inclusion is appreciated so consideration will be given to the Practice hosting a digital skills workshop for patients; to be followed up by the PPG Committee in discussion with SM.

b. Youth Mental Health Initiative

Feedback awaited from LJ; SP to follow up and invite LJ to the Carers' Coffee Hour.

10. GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP NETWORK (GPPGN)

a. AF had attended the GPPGN meeting on 25 October 2024 via Teams.

The following presentations had been noted at the 30 October 2024 PPG Committee Meeting:

1. NHS Federated Data Platform
2. The Primary Care Update
3. Volunteering in General Practice
4. Recruiting New Members to your PPG

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

Next GPPGN Meeting: Friday, 13 December 2024 – via Teams.

For information about the GPPGN and meeting presentations see:

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

b. Role of Volunteers

AF reported on the GPPGN's general discussion on the role of volunteers in general practice; AF to join the GPPGN Working Group on Volunteering which will be set up in 2025. The PPG Committee discussed ways in which volunteers could do more to support the Practice but agreed that directives must come from the GP Partners and Practice Manager. CD said she would take this forward to the December Partners' Meeting.

It was agreed that several more members should be recruited to the PPG Committee; SP to liaise with SM.

11. ANY OTHER BUSINESS

a. Potholes - Item 11b/notes of 30 October 2024 refers.

RR had undertaken research on the issue of responsibility regarding the repair of potholes at the entrance of the Sixways car park; RR to liaise with SM.

b. PPG Primary Care Network

SP to attend the PPG Primary Care Network Meeting on 23 January, 2025.

12. DATE OF NEXT MEETING

Monday, 13 January 2025 – 12.30pm-1.30pm at Sixways Clinic