

Minutes from UVSPPG Meeting - Monday 27th September

Attendees: Gaynor Downie, Yamini Kumar, Sharon King and Mike Lally

1. **Welcome & Apologies** - Welcome to all.
2. **Minutes/Actions from last meeting** - Minutes were agreed, actions were updated.

NB.

- One Medical Consultants will be engaging with practices and PPG's in November to discuss opportunities for service improvements following their recent reviews. Sharon to confirm date and Gaynor and/or Yamini to attend web call if Mike not available
- Practice looking at trialling [ACCRX](#) instead of e-consult. Mike flagged that PPG not involved in these discussions as requested and needed more direct engagement in this type of conversation in future. Sharon provided more detail on the challenges that lay behind these discussions within the practice and accepted the point about better engagement in the future. All agreed that this was a one-off as UVS/PPG engagement is normally very good.

3. Practice update.

- Flu cohort consists of 2200 people (over 50's plus patients with underlying conditions).
- First clinic Sat 25th September - 500 patients vaccinated.
- 2 Vaccines. Logistics challenging (delay 2 weeks). 90% in September, 70% October.
- UVS ordered early so less impact and one of the first flu clinics in Chester was delivered by our surgery.
- Next clinic 9th October to include Covid booster.
- Likely to be administered in specific practices not St Columba's
- Pfizer is the Covid vaccine of choice currently. 6 month gap required between 2nd and 3rd vaccinations.
- UVS highest cohort for flu uptake in Cheshire.
- Invitations to patients (via text messages) the availability for flu clinics and then Covid clinics. Patients will be contacted three times for invitation to take the offer.
- Covid clinic will need marshalls for the car park. If anyone would like to volunteer to help out at our COVID clinics pls email Sharon.king15@nhs.net

Action: Sharon to link the marshalls volunteers to seek interest as PPG members.

4. **Patient Survey Update** - Discussion on survey progress. 2 replies so far so Lena will continue sending on the back of the flu clinics

- **Agreement reached for new annual survey via text message system to drive more engagement from patients.**
- **This will be sent to all patients where the mobile phone number is held by the practice, around 85%. The survey will be issued sometime during mid to late 2022**
- **Sharon to progress “You said, We Did” initiative to highlight improvements in service following feedback**

Action: Mike to put proposal together for new annual survey

5. **NAPP Update** - Will keep open minded regarding NAPP involvement but lack of support from NAPP for wider PPG community is a big concern. New NAPP chair might change this.
6. **Maturity Matrix Review** – Mike suggested the annual survey will change this and will share with group when done.
7. **Work Programme Update** – Website (Yamini), Mike (engagement survey), Gaynor (recruitment).
8. **Website Update.**
 - Agreement for Yamini to start to look at improvements in UVS website content
 - Yamini to link with Sharon and Lena regarding ideas.
 - Website software supplier contract due for renewal in 6 months
9. **Newsletter update.** – Mike will post newsletter before October 1st.

Next Meeting & AOB

- Clinical pharmacist (Eric Nmgwenwa) is leaving to train as a GP thus, interviewing for a new clinical pharmacist will be a priority.
- Dr Rowan Brookes is retiring 30th October. Dr A Henton (registrar) will become new partner from 1st November.
- Core member recruitment was discussed. We agreed a few more members to core would be good (x2)

Next meeting date. December 6th 4-6pm including Dr Inchley.

Action	Lead	Target Date	Status
Sharon to link Marshall volunteers as possible new PPG core members	Sharon	December 6th	
Mike to create a proposal for a new patient survey to drive engagement, raise profile of PPG and raise practice profile.	Mike	March 2022	
Website revamp ideas. Yamini to communicate with Lena and Sharon initial thoughts.	Yamini	December 6th	

Upton Village Surgery – Patient Participation Group

To start the “You said, we did” concept	Sharon	December 6th	
Mike to create a 1 pager overview of the commitment required for PPG Core membership.	Mike	December 6th	
Produce a One Pager/Flow Chart to explain how all the enterprises fit together.	Mike	31 July	Completed
Sharon to ask Emma Fay, Garden Lane surgery if there is any scope for volunteers to join other groups to support the surgery	Sharon	31 July	In progress Sharon to follow up from flu clinics with Jayne.
Include article on accessing vaccination records on NHS App and E-Consult in next newsletter	Mike	30 September	Completed via newsletter article
Sharon to ask One Medical if looking for PPG input	Sharon	31 July	Completed, Engagement sessions in November for PPG members.
Draft Comms. strategy (incl. proposal for new annual survey)	Mike	Summer	Parked, more discussion on comms channels required before draft can be delivered
Gaynor to progress survey development with Sharon and Lena and draft survey for review separately by core and virtual members	Gaynor & Sharon	By Next meeting	Completed. Lena to continue sending the survey and to link with flu clinic.
Sharon to ask Dr Afridi to circulate final draft of e-consult project report to core members for discussion and feedback	Sharon	31 July	Completed. ACCRX will replace e-consult.

Upton Village Surgery – Patient Participation Group

Sharon to ask Partners to consider what additional action may be appropriate to data share	Sharon	31 August	Cancelled/Not relevant as National Data share initiative delayed
Update Maturity Matrix and share with core members	Mike	31 July	Completed
Create PowerPoint slide for surgery TV screen to advertise newsletter and PPG	Mike	31 August	Behind Schedule
Reply to e-consult question raised by Heather, Virtual Member	Mike	11 July	Completed
Report back on Survey platforms research	Gaynor	28 June	Completed
Contribute to e-Consult project being managed by Dr Afridi and feedback to next meeting	Mike	28 June	Completed