

## Upton Village Surgery – Patient Participation Group

### **Minutes from PPG Meeting – Tuesday 25th June 2024**

Attendees; Matt Davies, Rebecca Dalby, Yvonne Gibson, Graham Tongue Heather Red-head.

#### **1. No apologies were received.**

#### **2. The minutes of the previous meeting were agreed.**

#### **3. Practice Managers Report**

Upton Village Surgery has been designated a “Training Practice” for GPs.

This has resulted in 2 Registrars being allocated for 2 years - Currently Dr. Park and Dr Adewusi (who qualifies in August). Dr. Molena will begin in August. In addition, 4 one-month blocks for 5th year medical students.

69 solar panels have been installed to reduce energy costs.

The doors to the consulting room have been allocated numbers rather than colours. Automatic doors will be fitted to the main corridor and main entrance in the coming weeks.

A former secretary’s office and storeroom will be converted into a clinical room to increase capacity.

The lower floor clinical room has been upgraded - although the access via stairs remains an issue.

2024 is a ‘fallow year’ as regards funding due to the change of government. Therefore, the annual increase remains at 1.9%.

There are currently no plans to recruit another PCN Manager.

The turnout for the Spring Covid booster was poorer than expected. This year’s winter Covid vaccinations commence on 1st September and Flu

vaccinations on 1st October. Patients will be encouraged to have both together when appropriate.

“**PATCHS** is working well. The Advanced Nurse Practitioner (ANP) will be trialing triaging the messages each morning.

#### **4. Matters Arising;**

Graham raised the issue of using ‘everyday’ language when communicating with patients. Two examples he cited were ‘extra capacity’ and ‘Triage.’ It was agreed that simple terminology would promote better understanding and appropriate use of services as they continue to develop.

#### **5. Defining the role of the PPG.**

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The revised Terms of Reference were agreed and will replace those currently on the website. Graham asked for 1) the purpose of the PPG to replace the one currently on the website and for the ToR to be made available via a link.

### **6. Patient Assistance with online access.**

At the first training session which was held in May, we agreed to show patients how to order prescriptions online.

Rebecca agreed to investigate the option of observing training sessions at Boughton HC.

Graham is in the process of creating a step-by-step user guide.

Graham and Christine agreed to lead this project with Practice support and training.

The group are to agree a date for a session in UVS. **See Actions.**

### **7. Practice Newsletter.**

The use of more layman's language in the Newsletter was discussed.

We would like to promote the drop-in sessions (for accessing the NHS online) and include dates.

We would like to include Practice information such as the numbers and costs of DNAs

We would also like to promote the involvement with social media **See Actions.**

It was agreed the provision of free NHS Wi-Fi was an inducement to read the newsletter and visit the website

### **8. Practice Website PPG section and role of core members.**

There was a discussion regarding the purpose of the PPG going forward with an agreed emphasis on practical involvement - for example, assisting patients with online access.

Yvonne asked whether we still need the maturity matrix which is out of date and also the role of core members. We agreed to look at these and consider removing them. **See Actions**

### **10 Future NHS membership.**

Yvonne raised the issue of the continuing use of the platform and whether it was value for money in light of the changes made to the PPG structure and the sharing of meeting agendas and minutes on the Practice website.

We agreed unanimously to cease the subscription. **See Actions**

### **11 PPG Chairs meeting 26/6/24**

This can be attended online via 'Teams'

### **12 Waiting Room.**

Heather raised the issue of the lack of chairs with arms. Highlighting that

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Many elderly patients struggle to get up from standard chairs. Matt assured

The group that additional suitable seating is being made available.

### **13 Absent Member involvement - see Actions**

Action	Lead	Target Date	Status
Surgery building Improvements/additional seating with arms.	Matt	Ongoing	Nearing completion
Newsletter to include enhanced information sharing regarding PPG involvement and Practice improvements.	Rebecca/Graham		Ongoing
PPG volunteers to meet for training in accessing digital services.	Graham/Christine/Rebecca	First session 21/08/24	Ongoing
Work programme 2024	All		Ongoing
Defining the role/purpose of PPG	All	Agreed	Completed
Consider the removal of the Maturity Matrix from the website	Graham/Rebecca		Ongoing
Future NHS subscription to be discontinued.	Rebecca		In Progress
Email Tony Durkin re continued involvement.	Heather		In progress

Next Meeting date Tuesday 15th October 3.30 - 5.30. Venue to be confirmed.

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