

Upton Village Surgery Patient Participation Group 2024

PPG meeting minutes Tuesday 15th October 2024

Attendees	
Yvonne Gibson	Chair – PPG Member
Matt Davies	Practice Manager
Graham Tongue	PPG Member
Trish Richards	PPG Member
Eliza Austin-Lea	PPG Member

- 1. Apologies received:** Heather Redhead, Christine Hibbert, Rebecca Dalby.
Welcome to our new members Trish Richards and Eliza Austin-Lea
- 2. The previous minutes were agreed.**
- 3. Practice Managers report:**
 - Work is complete on the automatic doors to the main corridor and main entrance.
 - Conversion of an old office and adjoining stock room to a new clinical room has been completed to give extra capacity.
 - Over 600 Flu and Covid injections were completed at the 1st session last week.
 - Staffing plans include 2 GP registrars in plan for 2025, a new nurse associate, and new medical students.
 - Sam the clinical pharmacist is on track to achieve clinical prescriber qualification.
 - While winter pressures are already being seen at the Countess of Chester hospital the surgery is yet to see any issues.
 - PCN Managers position is vacant, and recruitment is being delayed until the new Primary Care contracts are received.
- 4. NHS Drop-in sessions:**

Two sessions have been completed. The first session in August was well attended with several patients successfully aided to enable their NHS app.

The second session completed in September saw no attendance, even with the surgery pointing various patients to the session.

It was agreed to plan a third session before the end of the year using better advertising via PPG members sharing a ‘flyer’ at various groups they attend (WI/Yoga).

‘Flyer’ needs to be with PPG members by 12th November.
- 5. Newsletter:**

Next newsletter will be issued soon, Rebecca will share with the PPG before issue.

Discussion on attracting patients to the newsletter agreed to place a QR code in the ‘Inside Upton’ publication.

6. Website

Progress on the website means the group is happy to undertake a further review in 12months time.

7. Cross PPG Meeting Proposal:

Proposal shared to encourage a cross PPG group meeting for the four groups in our PCN. Its purpose is to learn from each other's activities and potentially standardise activities to reduce duplication of effort. It was suggested we host at the Upton Pavilion. Suggestion to be taken to the next PPG chairs meeting.

8. PPG Chairs Meeting:

As a group we were not able to attend the last PPG chairs meeting on the 26th June. The minutes of that meeting and the dates of the next meeting will be shared with the group, looking for a volunteer to attend.

9. PPG Activities:

Yvonne shared The Patient Association report on Hertfordshire and West Essex PPG Project. It details the activities their PPG's are under taking. Group asked to review and feedback at our next meeting.

Matt suggested one of the activities the PPG could support the practice with was a patient survey which would support the requirements of the CQC. He will share a draft questionnaire and look for feedback at the next meeting.

10. Matters arising:

Proposal to hold an "administration meeting" in December to ensure we have met our Terms of Reference and allow 2025 objectives for the group to be set.

NEXT MEETING DATE – December 3rd at 3.00pm in the Pavilion

Actions

Outstanding from last meeting

WHAT	WHO	WHEN
Surgery building improvements	Matt	Complete
Work Program 2024	All	Ongoing
Removal of the maturity matrix from the website	Graham/Rebecca	Complete
Future NHS subscription to be discontinued	Rebecca	In Progress
Tony Durkin re continued involvement in PPG	Heather	In Progress

New Actions

WHAT	WHO	WHEN
DIGITAL ACCESS SUPPORT		
UVS patient usage of NHS APP to be shared	Matt	next meeting
Setup Digital Drop-in Session by year end	Graham	31 st Oct
PPG Digital Drop in advertising	Rebecca	31 st Oct
Flyer to be sent to PPG member s	Rebecca	12 th Nov
NEWSLETTER ACCESSIBILITY		
QR code to be placed in 'Inside Upton' Forward email to Rebecca On going	Yvonne/Rebecca	
WEBSITE		
Review content again in 12 months	Rebecca/Graham	Oct 2025
PPG CHAIRS MEETING ATTENDANCE		
PPG chairs meeting needs volunteer to attend	ALL	Next meeting.

PPG ACTIVITY PLAN DEVELOPMENT

Idea to host PPG “share” meeting to be floated at next chairs meeting

TBC Next meeting.

Consider Hertfordshire and West Essex activity list and feedback

ALL Next meeting

Patient Survey Proposal

Matt Next meeting