

Minutes of PPG zoom meeting November 9th 2021 7.30pm

Present

Lynne Mitchell (chair) Jen Hesmer, Lin Holmes, Angela Millington, Andrée Stevens.

Apologies

Alison Green sent her apologies.

Agenda

1 Minutes of last meeting agreed.

2 Matters arising.

LM told us that 2 gentlemen had shown interest in joining the group. LM will follow this up. LM also shared with us that she is struggling with her role as Chair with having no secretary to help.

LM said that she is scheduled to have a face to face meeting with Sue Bendell to discuss the PPG paperwork on the surgery website, she will also ask Sue why it is that everybody needs to sign up again for the newsletter.

We discussed whether we would need a meeting in December. It was decided our next meeting would be 11th January. There is a PPG Forum Meeting on Teams next week.

3 Christmas message.

We drafted a message to go into the newsletter wishing everybody a good Christmas.

4 Updating information on the web-site about the PPG

We all commented on the fact that the information on the web-site about the PPG and joining the group is very confusing and duplicated in two different sections. LM suggested that we only really need one section "About our PPG" which would also contain details re joining our PPG.

5 Updating paperwork on surgery website.

a) Confidentiality Policy.

We decided that this was likely to be a standard statutory document that we can not change even though we felt that it doesn't really apply to us in our current role.

After looking through the rest of this document and after much discussion, the existing PPG group all decided that we had not really read this properly and had signed the agreement without it being explained. We agreed that any new PPG members should be asked to read the document as during Covid it is not possible to have this document before it is signed and returned

b) Purpose and Protocols.

We spent a long time discussing this document and came to the conclusion that because we have so little contact with The Surgery and now virtually no contact with patients, most of the document is irrelevant, controversial and far too long. Also with so few of us, Lynne has had to take on the burden of organising everything and contacting everybody concerned. Unfortunately none of us feel that we have the time or experience to undertake the tasks required to become an Official.

We all acknowledged that Sue does her best to answer our queries but we have very little knowledge about when things change and how we can assist, either The Surgery or patients.

At the moment this makes us feel that our role doesn't serve any purpose. We feel that we need to have an update at each meeting as to the position at the Surgery either in person or as a written statement. We realise that Covid has made things very difficult but unless we can find a way to work around this situation we are unsure as to how the PPG can move forward.

LM suggested that we could ask for this to be discussed at the PPG Forum but we felt that this probably would not help our situation. The group felt that the conditions that the Surgery are having to work in, buildings wise, is not helping, as access to the buildings is so limited compared to surgeries that operate from Health Centres or larger premises.

In conclusion we felt that when this document is re-written it should be with all PPG members along with a member of staff round a table. LM suggested that a very simple document could be drafted as an interim by herself and Sue Bendell for the the next PPG meeting.

5 We acknowledged that the way the Practice is having to work is very different but having only a little knowledge makes it difficult for the PPG to function in any meaningful way. We feel that we are ineffectual other than when the Drs need our support for specific policies.

We also felt that access to the Surgery is possibly too restrictive and would like to know if there is a way for it to be made a little easier.

LM suggested that the November 2021 minutes be discussed with Sue Bendell and she can then discuss our above concerns with Dr Radia before they are published.

6 The date for our next meeting was fixed for Tuesday 11th January 2022.

Dates for the diary

PPG Forum 7th December on Teams at 3.30pm

Next meeting on Zoom Tuesday 11th January 2022 at 7.30pm

Meeting closed at 8.45pm

