

**THE ALNEY PRACTICE – PATIENT PARTICIPATION GROUP (PPG) MEETING –
1500 ON 18 JUN 20**

Present (via Zoom):	Apologies
Pamela Dewick (PD) Chair Christina Carver (CC) Geoffrey Gidley (GG) Denise Leach (DL) Philip Tagg (PT) Practice Manager (outgoing) Ilyas Piperdy (IP) Practice Manager (incoming)	Jennifer Taylor (JT) Jeremy Base (JB) Barry Rogers (BR)
In Attendance:	
Katherine Holland (KH) Patient and Public Engagement	

1. PD welcomed everyone to the meeting and noted that we were the first PPG in the area to reconvene by using Zoom since the lockdown had been introduced. The meeting invitation had been sent to all members of the PPG but only 2 apologies had been received. BR had emailed PT to advise that he wished to withdraw from the group.

Item 1 - Matters Arising from the Last Meeting

2. **Email address for Chair** – Ongoing. The Chair will need to complete an online information governance module once the email address is available.

Action: PT

3. **Name Badges** – These are being ordered for staff.

Action: IP

Item 3 – CCG update

4. KH advised that there was little to report from the CCG at present as her public and patient engagement role had ceased as a result of Covid19 and she had been diverted to a role related to the provision of PPE. KH hoped that engagement would restart soon and the PPG network meeting planned for 17 Jul 20 would take place via MS Teams. Details of how to use Teams would be circulated beforehand.

Action: KH

Item 4 – Practice Update

5. PT updated the Group on the following:

- PT introduced IP as the new practice manager.
- Along with other practices in our Primary Care Network we will be offering 'improved access' appointments again from 1 Jul 20. This means we will be able to offer late and early appointments again.
- Work has resumed on the extension at Highnam surgery following a pause as a result of Covid19. We now expect the work (including the internal reconfiguration to be complete in September).

- One of our receptionists has qualified as a GP assistant and is able to undertake a variety of tasks including the taking of blood and conducting ECGs. She works under the close supervision of the GPs and they will refer patients to her directly.
- The practice is actively considering how best to deliver this year's flu vaccinations and details will be advised in due course.

Item 4 – Aspen Health Centre Visit Feedback

6. GG provided feedback on his and PD's visit to the Aspen Centre's PPG prior to lockdown. They found the Group, which had been reinvigorated about a year beforehand, to be extremely positive and it benefitted from inclusion of one of the practice GPs. The PPG had tried a variety of initiatives to share details of other services from which patients might benefit including having a portable noticeboard that they displayed in the practice waiting rooms, but felt this worked better when a member of the PPG was also on hand.

7. The PPG was also trying to exploit website capabilities and were willing to share their learning with our own PPG and provide assistance if it is required. PT advised that our website provider was very responsive and it would be unlikely that we would need the physical support.

8. A member of the Aspen PPG would be willing to speak at one of our own meetings if required.

Item 5 – Terms of Reference (TOR)

9. KH had previously provided us with examples of PPG TOR, but it was clear that there was not a generic, one size fits all version. PD and GG will draft some TOR for consideration by other members and also provide a draft to IP for consideration by the partners before their next away afternoon meeting at the end of September (25th). PT will also provide a copy of the mission statement that used to appear on the Practice Development Plan but which is still relevant.

Item 6 – Any other Business

10. GG suggested that it would be helpful if another practice newsletter could be produced. PT will do this before he leaves.

Action: PT

11. PD welcomed IP to the practice and the PPG but also wanted to thank PT for his support to the group.

Item 6 – Next Meeting

12. It was agreed that the next meeting would take place via Zoom at 1000 on Tuesday 21 Jul 20.

13. The meeting ended at 1600.

P TAGG