

## **PPG Meeting Minutes 15.02.2024 – St Ann’s Road Surgery**

### **Attendees:**

Alison Demetrious – St Ann’s Road Surgery

Misbah Rahman – St Ann’s Road Surgery

Graham Day – PPG Chair

Diane Paice – PPG Chair

Paul Addae – Health Watch

Katarina Kljaic - Patient Representative

Eddie Green - Patient Representative

Hortense Kolade - Patient Representative

Victoria Wignall - Patient Representative

Beverley Mann - Patient Representative

### **Apologies:**

Robert Crook - Patient Representative

Menassie Yemane - Patient Representative

Eleni Stephanie – Patient Representative

Tammy Hymas – Local Council

### **Introductions:**

AD opened the meeting by welcoming all attendees and both PPG Chairs. Everyone re-introduced themselves before we continued with the meeting.

### **Minute and matters arising from January 2024 PPG Meeting:**

GD mentioned there was an error in the previous meeting minutes as he and DP are listed as Chair and Deputy Chair of the PPG when they are both the Chair and Co-Chair. MR apologised and stated this will be corrected for the current and future PPG meeting minutes.

GD also asked if the BP/Height/Weight machine has been fixed. MR confirmed that the machine was repaired in the morning of Thursday 15th February 2024.

### **Review Terms of Reference:**

GD explained the Terms of References and the group moved forward in discussing this.

### **Terms of Reference: Membership**

**Line 3. States that a PPG should have a minimum of 3 PPG members and a maximum of 15.** EG did not agree with this as the PPG had just started and we should not try to add a cap to the number of members until the PPG has been established.

The rest of the PPG discussed this and had come to an agreement that a cap on maximum number of members can be added later.

**Line 4. Becoming a PPG Member:** The PPG decided that patients can contact the practice via phone, email or by filling in a PPG registration form at reception if they would like to become members of the PPG. All Patients are welcome to join.

KK suggested having clear and precise signage in the waiting area as a way of patients to be informed of the PPG and how to become a member. AD advised that any posters or signage must be communicated and done through the Comms Team.

**Line 7. Members absent without notice from three consecutive meetings may be thought to have resigned and could be replaced. Notice of Absence must be sent to either Chair or Practice.**

The PPG decided that this line will be re-phrased in a more informal way.

**Line 8. Officers of the PPG:** The Chair and Co-Chair will be the Officers of the PPG and a Secretary will be selected in a future date. It was discussed that a member of the PPG should write down the meeting minutes as MR (St Ann's Road Surgery) is currently doing it.

Line 9. The officers of the PPG will be selected after 12 months. Currently, GD and DP will remain as the Chairs.

### **Terms of Reference: Meetings**

**Line 1.** The PPG to be held a minimum of 4 times a year. All members of the PPG agreed with this, and the Practice have agreed too.

**\*We could not discuss the rest of the Terms of Reference due to time constraint\***

### **Discussion on setting up a PPG WhatsApp Group:**

A PPG WhatsApp Group to be created. It was agreed that GD and DP will be the admins for this group. Any member of the PPG who would like to invite other patients to be members, will need to pass the details onto GD or DP. It was decided that the Practice will not be part of the PPG WhatsApp Group.

All members of the PPG have decided that the meeting minutes will be shared on the WhatsApp Group. The minutes will be sent to either GD or EG who will then share it to the group.

### **Update from Practice Staff:**

Both the GP access and call answering rate are good. The Practice is currently looking to recruit a new Practice Manager (PM).

AD discussed and explained the situation with the Practices ICB contract and went to explain that a further update will be provided in April 2024 as nothing is concrete now. AD also discussed Centene selling Operose Health/AT Medics to HCRG

**Patient issues:**

Patients are having issues with Dr IQ as they are unable to submit online consultations and medication requests. MR to query this with the Dr IQ queries team.

**AOB:**

There is a possibility of future PPGs to take place in Chestnuts. DP to query this and find out if Chestnuts can be used and the cost of using their space.

**Next PPG meeting: Thursday 28<sup>th</sup> March 2024**