



Trent View medical Practice

Patient Participation Group meeting

4pm Tuesday 4th July 2023
Crowle Community Hub

Notes of meeting

1. **Welcome / Apologies for absence**

a. Welcome

DW introduced and welcomed Pat Hyatt as a new member of the group

b. Apologies:

Barrie Pollard (PPG)
Christine Slack (PPG)
Dawn Austwick (PPG)
Mel Stokes (PPG)

In attendance:

David Wall - Chair [DW]
Pat Hyatt [PH]
Sean Fletcher [SF]
Sue Colakovic [SC]
Tricia Murphey [TM]

TVMP Business Manager:

Michelle Slimm [MS]

Guest Speakers (Social Prescribers):

Elaine Elsdon [EE]
Sam Cassell [SM]

2. **Minutes of the last meeting (02/05/2023)**

With the addition of apologies from Dawn Austwick, the minutes were agreed as a true and correct record.

(agenda **Item 3** was moved to the end of the meeting)

4. **Social Prescribing – Guest Speakers (Elaine Elsdon & Sam Cassell)**

Elaine and Sam introduced themselves as the two 'Social Prescriber Link Workers' responsible for the North Lincs East PCN (which includes TVMP). They are employed by Citizens Advice who have been awarded the contract by the East and West PCNs to provide Social Prescribing services to our patients.

Elaine and Sam gave an outline of their role, and the aims, objectives, and benefits of social prescribing (with examples). This was followed by a very informative Q&A session. Paper copies of the attached (.pdf) 'Social Prescribing' leaflet were circulated and are available in TVMP surgeries.

PPG members are encouraged to spread the positive message about Social Prescribing. Any TVMP patient who feels they would benefit should contact the practice and ask for a referral to a Social Prescriber.

5. **GP funding and contracts explained (MS)**

The main item on the agenda was a presentation and Q&A by MS on the topic of 'GP Contracts and Funding'. A copy of the PowerPoint presentation (as a .pdf file) is attached.

6. **Date/time of next meeting – 4pm 05/09/2023 at Skippingdale**

a. Members were asked to please give thought to best dates, times, and venues for 2024 PPG meetings – DW will message all members before the next meeting with a view to a decision being made at the September 2023 meeting.

3. Not discussed. Carried forward to September meeting: **Actions from PPG meeting 02/05/2023:**

Item 4. 4 – updated organogram and FTE count – MS

Item 4. 5 – collect outstanding Confidentiality forms from members who have not yet completed – DW (on going)

Dawn Austwick

Mel Stokes

Pat Hyatt (received 04/07/2023)

Ranjit Aujula

Sue McAuley

Item 4. 6 – feedback on meeting between MS and SC re 'Complaints Process and Procedure' – MS/SC

Item 4. 7 – update on dispensary process and timeline (e.g. EPS by end of May, options to request, turnaround time, etc) – MS

Item 4. 8a, c, e – update on KPIs (e.g. DNAs, data classification, sharing of appointment/GP resources, GPAS SitRep numbers, etc) – MS

Item 4. 8b – GPAD monthly data on appointments to be re-issued – DW (action complete, email re-sent 12/06/20223)

Item 4. 9 – text message policy re appointments – MS

Item 4. 10 – information required to allow website to be updated – MS

Item 5. – Riverside/TVMP internal newsletter to be shared with PPG members – MS