



Trent View medical Practice Patient Participation Group meeting

2pm Monday 5th September 2022
Skippingdale surgery

Minutes

1. Attendees:

David Wall – PPG Chair	(DW)
Barrie Pollard	(BP)
Christine Slack	(CS)
Ranjit Aujla	(RA)
Melanie Stokes - Virtually	(MeS)
Michelle Slimm – Business Manager	(MS)
Sara Mann – Business Support Officer (Note Taking)	(SxM)

Apologies: Sean Fletcher

2. Welcome and Introductions

DW welcomed everyone to the meeting today and introduced Melanie Stokes as a new member of the. Melanie (MeS) was welcomed and everyone introduced themselves.

3. Minutes of the Last Meeting

The minutes from the previous meeting held on 25th July 2022 were circulated prior to the meeting and all members attending agreed an accurate record.

4. Matters Arising/Actions Not Listed On The Agenda

Action: SxM Re NAPP Registration

CS Commented that she was sad to learn that Dr A Fraser had retired.

Ruth Torrie is commencing work back at Trent View Medical Practice and is leaving the Urgent Care Team at Brigg.

5. Practice/Dispensary Staffing Update

MS explained the new Joint Management Structure between Riverside and Trent View Practices. Interviews are taking place tonight for an HR Lead. The Care Navigation Team still has four vacancies and recruitment will be taking place to fill these posts, which will cover the Trent View sites. Ruth and Lindsay became part of the Urgent Care Team at Riverside to introduce the Urgent Care Model for Trent View. Two new Practice Nurses are being recruited for the Trent View sites. Louise Sandel will be commencing in post in November working under Julia Shipley as the Lead Nurse for Trent View sites. Two new Healthcare Assistants are to join the HCA Team. A new Phlebotomist joined the Nursing Team on 1st August 2022 working at Trent View.

Riverside Surgery is the Lead Practice for the East Primary Care Network. The PCN is not an entity and Riverside Surgery are the employer of the PCN staff providing contracts etc. MS explained the PCN in greater detail to BP.

6. DNA Figures

Unfortunately, these figures were unavailable for the meeting today, as Michael has been focussing on the CQC Visit.

7. Future Initiatives

Patient Records – Access.

MS requested support from the PPG members to support the promotion of access to the App. This initiative will have long term benefits to the practice with not so large telephone queues and this will also benefit the registered patients. Access commences from 1st November 2022.

8. Keadby Community Event (Keadby Regeneration) – 25/08/2022

Feedback on the Event – DW

DW reported an excellent day, but noted low numbers of visitors. A new poster had been developed for the event and DW thanked MS for the help with media information and pamphlets for distribution. MS to check if leaflets have been provided at all Trent View sites for distribution.

CS informed the members that she attends a Coffee Morning in Crowle on a Saturday morning and asked if it would be possible to have a table at the event and have a supply of leaflets to distribute to the broader population.

Action: MS/CS

9. TVMP Website

MS informed the group that she had checked with colleagues at Riverside regarding the new website and a draft is available to view/review. MS will ask Ben or Michael to send a link through to DW for his comments.

DW advised that he will change the current website to update that the Urgent Care Model was launched at Trent View Medical Practice. So much can benefit from the link to the PPG area and this needs linking to the new website.

Action: MS/DW

10. PPG Recruitment

a) Confidentiality Agreement – SxM to send out to all PPG Members.

Action SxM

b) Travel Expenses – DW asked if PPG members could claim out of pocket (e.g. travel) expenses for attending meetings. MS agreed that out of pocket expenses would be reimbursed. MS gave examples of meetings such as the N.A.P.P Conference which usually happens in the centre of the country. MS to agree a policy and claims form.

c) VPPG

It was agreed that an Application Form would be created for recruitment into the Virtual PPG (VPPD). A VPPG could provide feedback to surveys. An automated e-mail or AccuRx suitable message text could go out to all for a recruitment process. The PPG would remain the Steering Group. Launch of such an initiative would be dependent on functionality expected to be provided as part of the new TVMP website.

11. Urgent Care System

a) MS updated that the large number of complaints have disappeared regarding appointments, but there have been lots of complaints regarding the telephones.

b) MS explained that a new telephone system is being investigated, which will be one system across all sites and this will be a Cloud Based System. MS advised that the practice is trying to merge as many back-office functions as possible.

- c) Urgent Appointments will be seen the same day and non-urgent appointments will be made of an appropriate time.

Moving forward the Receptionist at each site will mainly be meeting and greeting and not responsible for answering the telephones.

Engagement from the PPG with the Website and Phone System would be beneficial

12. Membership of NAPP (National Association for Patient Participation)

As in Matters Arising.

13. TVMP CQC Inspection

Michelle explained that early feedback from the inspectors were issues we already knew about. There is a huge amount of work to undertake at TVMP in the background. There are numerous cultural issues to overcome.

MS commented that the practice was quite criticised by the standard of the buildings and Riverside are looking into rectifying this.

14. Feedback From Members Who Attend External Meetings Relevant To The Work Of The PPG

Nothing to report

15. A.O.B

It was agreed, in accordance with the TVMP PPG constitution, DW should seek to contact a member of the PPG who had not attended or made contact for the last three meeting to see if they wished to remain a member.

Action DW.

16. Date/Time of Next Meeting

Tuesday 1st November 2022 at 2.00pm – Keadby Surgery, 45 Trent View, Keadby, SCUNTHORPE, DN17 3DR