PPG Meeting

Lambgates Health Centre 03/02/2022

Attendees: SS(PM), Dr Ahmed (GP Partner), ET, KC, DB, KS

1. **Welcome and Welcome Back**

ET began the meeting for thanking everyone for attending.

1. **Update from the practice**

It’s been quite some time but I’m sure we can all agree that its great news we can now re-instate our PPG meetings, and we aim to do so in person for future meetings. The pandemic forced us to put our patient group meetings on hold nearly 2 years ago. It has been challenging to say the least, but we aim to and have been trying our ut most to return to normal duties. Throughout the 2 years there has been restrictions in place which has affected all of us. Routine checks and procedures were put on hold to deal with the peak of the pandemic and adapt to different circumstances. Our staff have had to undergo additional training and immense pressures in order to meet all the new requirements following the most current government guidelines. Our doors may have been closed for a period of time but be reassured that our services remained open throughout for all of our patients. The decision to monitor the footfall coming in and out of the practice was done to protect and maintain the safety of both our staff and patients.

Whilst all GP practices were doing this many of the practice staff also helped to support the excellent covid vaccination programme ran by the Glossop PCN health team. I think we can all agree that the Glossop vaccination site has been and still is performing amazing work for all of the residents of Glossop, hadfield and surrounding areas. The Glossop vaccination site hit the targets and lead locally with effective processes in order to vaccinate thousands of patients not only for 1 dose but for their 2nd, boosters and for some patients a 4th dose. Staff have worked evening and weekends around the clock to ensure our patients were able to get to the place we are today. The pandemic is not over but we are starting to gain some control but in order to maintain this the practice still has some expectations. We ask that all patients still wear a mask or a visor when coming to the practices. This is to protect our patients who may be vulnerable or those with weakened immune systems as well as our staff who we need to look after our patients.

During this time there has been lots of changes at the practice. There has been staff changes to both the administrative and clinical teams.

We have three new salaried GP’s Dr Gilliland (Wed-Fri), Dr Hulme (Tue/Wed) and Dr Roujouleh (Mon-Tue) both Dr Hulme and Dr Gilliland do additional work outside of their sessions with us at the christie and the childrens hospital.

We have sadly said goodbye to Martha our previous PPG board member and Katie one of our receptionist who have both moved on to new jobs and pastures new.

We have welcomed two new faces to the administrative team – Melanie (Secretary) and Dianne (Receptionist) both who are full time and look forward to joining the team.

We look forward to working together again to engage with the rest of our patients, we are looking forward to hearing your ideas on how we can do this. We have lots of campaigns in the upcoming months that we welcome your support with. Including the transition of integrated care system from Tameside and Glossop to Derbyshire.

1. **Members contact list - ensure all members contact details are up to date**
2. **Terms of reference**

Agenda item post-poned to next meeting to discuss with all PPG members present.

1. **Forthcoming meeting dates**

It was agreed PPG meetings would be held every 3 months, everyone hoped that this could be face to face and with the correct restrictions in place such as a well ventilated room and face masks the practice felt that this could be achievable. Action: The practice will arrange for a meeting to be scheduled in 3 months’ time and update the website and members with the date.

1. **Roles and responsibilities of the PPG going forward**

With the ongoing impacts of the pandemic the practice will still be asking patients to wear a face mask or face covering and the group was asked for their support with this. KC suggested whether it may be worth advertising on the practice website that all staff are vaccinated as this may reassure patients. Action: SS will think about this as staff privacy will need to be considered. All group members supported this decision and took this time to thank the practice for all they had done over the past 2 years. They expressed their sincere appreciation for all that the staff had done during the pandemic. The group members appreciated the great deal of pressure and work that the practice has had to do. The practice staff will pass this back to the rest of the team.

1. **Recruiting more members**

The website has recently been updated, including a dedicated section for the Patient group, this section includes previous agendas and minutes along with and online sign up for. This will allow patients to submit their interest to us. There is also a page highlighting the definition of a patient participation group and the benefits of a PPG. <https://www.lambgatessurgery.co.uk/patient-group-index> KC suggested that it may be a good idea to get patients on board who have previously made complaints to the practices to provide them with a better understanding of what is done behind the scenes. It was agreed that the patient group should definitely have a mix of patients who have had all different experiences with the practice but it is important to remember that the patient group is not a forum for personal issues or complaints, it’s important that the platform remains non bias and respectful in order discuss relevant events that may be of benefit to the practice.

1. **Noticeboard –Volunteers**

The notice board in the waiting room is a dedicated space for the patient group and it would be great if we could get his up to date, this area could be used to advertise the PPG to encourage new members. Action: PPG board in the waiting room to be updated

We also discussed the suggestion box that was previously put into the reception area following a previous PPG meeting as it was felt that patients should be able to leave constructive suggestions for the practice. Action: Encourage the use of this suggestion box, we could advertise the importance of patient input on the notice board. An online suggestion box could be added to the website for patients to electronically submit their suggestion: ET to arrange on the PPG page. KS suggested the bench outside could be fixed, which is a great suggestion, especially during covid some patients may prefer to wait outside for their appointment. Action: ET add to list of things to do

1. **Update from the community event 27th January 2022**

KC gave the group an update from the transition event he attended. He shared with us his understanding of what moving to Derbyshire would mean, it was apparent that we all still are unaware of what will happen after 12 months. There were no fixed plans for after the initial 12 months but there was a great deal of reassurance that patients can expect for things to stay the same. Patients should expect the care they are receiving now will remain the same once the transition has taken place. Action: It would great for the patient group to work on this, gain as much understanding of this change in order for the patients of Lambgates to be aware of the whole process. Is this something that can be advertised on the PPG board in reception?

1. **Any other business**

We had a discussion surrounding online triage and the use of online services. DB discussed with the group how well she thinks the online triage works. She brought up important points surrounding the benefits of triage for the patient including it removing the emotional aspect of contacting the practice. Triage allows for patients to express in their own words in their own time details of their health issue. KS and KC both agreed and all the group felt that it would be a good idea to share the benefits of triage to the rest of the patients. DB also explained the importance of patients holding some responsibility for their care. The practice agreed, it would be great for members of the patient group to create a video explaining how well it can work, the practice can share this on their social media. Action: Video surrounding online access and services