

WILLINGTON SURGERY
Patient Participation Group (PPG)

Meeting held on Tuesday 16th January 2024 at 5pm

Present:

Holly Goodrich (Practice Manager)
Pete Horridge (Chair)
Barbara McArdle (Treasurer)
Gillian Gahagan (Vice Chair)
John Lousvet
Hilary Titterton

Apologies:

Jo James
Hilary Hancock
Stephen Parnell
Janice Heier

Minutes taken by Gillian and Pete.

Number		Action
01/24/1	<p>Apologies for absence Apologies received and accepted.</p> <p>Resignation Lynne Clay (Secretary) Pete expressed his thanks to Lynne for her contribution as Secretary to the PPG.</p>	
01/24/2	<p>Minutes of the previous meeting Accepted as a correct record.</p>	
01/24/3	<p>Matters arising</p> <p>05/23/10 Article for newsletter. Pete has a draft form which needs further work. Suggestion from the committee that we use this (or part of it) as the basis for our next newsletter article.</p> <p>11/23/4.2 & 11/23/7 Finance Funding tasks completed by Barbara.</p> <p>11/23/4.3 Referrals Chief executive of ICB will look into issues raised.</p> <p>11/23/4.4 Parent questionnaire Pete would like to invite assistance from a parent of a local family to action points raised by the questionnaire and agreed by the practice.</p> <p>11/23/08 Draft Terms of Reference As an action from the last meeting regarding attendance and being deleted after three absences, Pete has reworded the ToR to reflect a less militant process. Pete or another official, as deemed appropriate, will have a discussion with the party concerned and come to a joint decision about any possible modifications that can be made to address difficulties in attending meetings regularly.</p> <p>11/23/09.2 Christmas Book Event Tasks completed and the event was well supported.</p> <p>11/23/9.3 DNA Placed on agenda as requested.</p>	<p>Pete & Gillian to locate closing dates for next articles and produce in time for publication.</p> <p>Closed</p> <p>Pete to keep us informed of any further responses.</p> <p>Pete</p> <p>Closed</p> <p>Closed</p> <p>Closed</p>

01/24/4	<p>Chair update <i>Report previously circulated to members.</i> Since writing the report, Pete has heard from Heather Wheeler who has had a response from Andrea Leadsom (DHSC - Primary Care) plus Holly's renewed analysis of things getting worse. Update from ICB.</p>	Pete to keep us informed of further developments.
01/24/5	<p>Surgery update <i>Report previously circulated to members.</i></p> <ol style="list-style-type: none"> 1. Mask wearing in the surgery to reduce viral respiratory issues. If staff have any such symptoms, they are asked to wear a mask to protect others. Should we be encouraging patients to consider wearing masks to reduce the spread of winter viral infections? Discussion followed and conclusion reached that drawing patients attention to the role they can play in reducing viral infections could be beneficial to all. 2. LMC Meeting attended, Holly was praised by a doctor who is a patient at this surgery for excellent communication during the floods. Holly also stayed in contact with ICB Emergency group with updates and latest info. 3. Wellbeing meeting at the marina on 24th January. Holly and Pete are attending this meeting on 24th January to represent the surgery. It is being held by Charlotte Manning (Local Area Care Coordinator) to highlight to marina residents all that is available to support their wellbeing and connection to the community. 4. Mental health worker has left after a very short spell in post. Likely to be April before this vacancy is refilled and possibly in a different format. 	<p>Holly to produce a poster for surgery / Facebook.</p> <p>Holly & Pete</p> <p>Holly to keep us posted.</p>
01/24/6	<p>Finance update <i>Report previously circulated to members.</i> Pete thanked Barbara for her first finance report.</p>	
01/24/7	<p>Correspondence</p> <ol style="list-style-type: none"> 1. Concern over registration of moorings and possible discrimination issues. Meeting with Practice and marina management was held with the outcome that the marina would produce a letter on patients' behalf as proof of residency. 2. A patient raised awareness about the 'Message in a bottle' initiative https://lionsclubs.co/MemberArea/home/lions-message-in-a-bottle/ - Holly has applied and secured 20 for free. Pete confirmed with the originator that they were very pleased with Holly's response in obtaining a stock of the bottles. In future, this may be something for PPG to consider purchasing for other vulnerable patients. 	<p>Closed</p> <p>Closed for the present.</p>
01/24/8	<p>How can the PPG influence DNA's (Did Not Attend for appointment) – discussion. Currently, patients receive a text message two days before an appointment. Practice Policy is: *First DNA, a letter is sent to the patient with guidance on how to prevent it happening again.</p>	Holly to produce a leaflet/poster style

	<p>*Two DNAs, a second letter is sent to the patient, this time explaining three offences in a rolling 12 month period will result in the patient being deducted (removed) from the practice.</p> <p>*Three DNAs in a rolling 12 month period and patients are written to with a two week period to respond and if no reasonable response is received, they are deducted from the practice list.</p> <p>Discussion concluded that patients in receipt of this information may be less inclined to miss appointments rather than at present, just hearing how many appointments are not attended.</p>	bullet point of action resulting from DNA. This will be shared in the surgery and on Facebook (Gillian).
01/24/9	<p>Ideas for future village magazine articles See above 03/25/10.</p>	Pete & Gillian
01/24/10	<p>Any other business</p> <ol style="list-style-type: none"> 1. Menopause Matters - HRT patients who have been deemed to find it beneficial have been invited to attend this upcoming meeting. 2. Hilary T explained she is open to small tasks to further support the PPG, possibly involving tasks from the recent questionnaire. 3. Pete raised the issue of recruiting more people to the PPG. Due to GDPR regulations Holly cannot use patient details held by the surgery to solicit volunteers on our behalf. We will hopefully canvas some support from our next 'Village News' articles but may also need to be a point for discussion on the next agenda. Ideas please! <p>Meeting closed 6.20pm</p>	Holly to report back on its success.

Date and time of next meeting **Tuesday 26th March 2024 at 6pm**

Agreed as a correct record: Chair..... Date: