**Minutes of the Downing Drive Surgery PPG**

**Committee meeting held on Monday, 18th March 2024 @ 6pm**

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| **No.** | **AGENDA ITEM** | **ACTION POINT** |
| *1* | ***PRESENT.*** *Jeanette Robertson (JR – Chair), Chris Mitchell (CM – Vice Chair),*  *Kam Mistry (KM – Treasurer), Jackie Williams (JW), Pam Goodman (PG), Steve Goodman (SG), Katie Billson (KB – New Practice Manager), Caroline Graham (CG – Practice Manager),*  *Dr Ahmad (NA).* |  |
| *2* | ***Apologies.*** *Janet Hall (JH), Gordon Squires (GS)*  ***JR asked CM to chair the next meeting on 15th April as she is away.*** |  |
|  | *JR asked for if anyone would like to stand as committee secretary. No one offered to take up the position. Therefore, JR asked for someone to take the minutes.*  ***Minute Taker.*** *SG offered to take the minutes.* |  |
| *3* | ***Conflict of Interest / Declaration of Interest.*** *None declared* |  |
| *4* | ***Approve and Sign minutes from last meeting 19th February 2024.***  *JR commented the minutes needed to be reviewed to check for accuracy, it was decided to approve with the following amendment.*   * *Correction to present: Steve Goodman (SG), Pam Goodman (PG) added* * *Apologies – Kam Mistry (KM) added and Chris Mitchell and Kanti Solanki deleted.* * *Strike out - Cold calls, review needed – read notes* * *NHS App:- should read There was a presentation arranged for Monday morning Coffee Morning was cancelled.* * *Strike out - The cost for Phil, the caretaker was £10.00 per week.* * *AGM – replace October with May* * *AGM – replace email with text* * *Patient Survey should read – Patient survey will be given out by surgery.* * *Strike out - Leaflets will be printed to give out to patients*   ***Minutes of last meeting approved with the above changes, proposed by PG & seconded by CM.*** |  |
| *5* | ***Matters arising from the last minutes. -*** *None* |  |
| *6* | ***PPG Committee***   * ***Nomination Secretary –*** *no one offered to take up role.* * ***Newsletter –*** *SG mentioned he had sought quote from mailing house to print and distribute at a cost of £2,800 for 3,500 copies. This was too expensive and would need to seek additional NHS funding to support. KB asked who puts the newsletter together? JR advised this is put together by committee and printed offsite.*   *CG – advised patients could be text a link to the newsletter. NA advised to just print a few hundred to distribute to usual local locations (pharmacy, library etc)*  *KM – asked how the website was progressing as the link would need to on the homepage. CG said this is work in progress as some of the links are still not working.*  *CG – mentioned some of the articles they are working on e.g. Flu dates, Family and Friend Test and New Practice Manager.*  *JR asked how many patients have access to online, CG mentioned 65%.*  *Draft newsletter articles to be made available for meeting on 15th July.*   * ***AGM*** *– After discussion the committee agreed the date 14th October at 7pm at the Surgery reception. Discussion continued regards the preparations required;*   + - *SMS Text to sent to all patients*     - *Newsletter to distributed to local pharmacies, surgery, local shops.*     - *AGM notification to be added to Evington Echo*     - *Posters in the Surgery* | ***KB – to provide figures of how many patients now having access to SMS Text.*** |
| *7* | ***Doctors / Practice / Primary Care Network (PCN) Updates****.*   * ***DNA –*** *JR asked if the practice get paid for patients missing appointments? NA advised they payment received even if patients do not attend. The committee discussed ways to improve DNA’s and a suggestion of pre-calling patients would help, but the CG advise they do not have enough resources, plus patients tried of getting too many comms from the surgery. Tara was already doing this for Smear Test.*   *JW – asked if patients have any DNA marker put on their records? CG advised they do not put any marker and does not see why, when patient need help.*  *KB – mentioned that the PCN actually do send text messages to find out why appointment was missed.*   * ***Practice Manager*** *– KB had already done the introductions at start of meeting, no questions were posed to the new manager.* * ***Telephone Upgrade*** *– CG advised that approval had now been granted by the Integrated Care Board (ICB). The upgrade with a callback system is likely to take place April or May now.* * ***Survey Results*** *– KB advised the survey ended 10th March but the results will not be available until mid-April.* |  |
| *8* | ***Finance.***  *JR handed the following cash amounts to KM to be banked.*  *£53.20 – coffee morning up to 15/02/2024*  *£38.85 – coffee morning from 19/02 to 18/03*  *£17.00 – Book Sales*  ***£9.00 – owed by CM from the proceeds of the book sales, CM has offered to send online payment, KM to send details of PPG Bank account to CM to make the payment.*** |  |
| *9* | ***Coffee Mornings.***  *JR – advised Chris’s heater was working well and PPG are not paying the £10 per session to the Church of God (CoG). This has been agreed with Bruce at CoG.*  *A rota was made for the weeks to the end of April.*  *JR mentioned Carers meeting held at CoG and the need to encourage other people to attend.*  ***JR requested PPG Educational session be added to next meeting agenda.*** |  |
| *10* | ***AOB*** *(to be agreed in advance with chairperson).*  *CM – Thanked CG for all her help and support during her time as Practice Manager.*  *JR – advised she was aware of other practices who have managed to get funding to help them support purchase of Vehicles and other items as Uppingham Road Surgery doing really well. NA advised that PPG should approach these practices to seek where? and how? they obtained the funding. JR asked could the committee members seek additional funding grants.* |  |
| *11* | ***Date / Time of next meeting.***  *The meeting closed at 6.50 pm.* |  |