**Minutes of the Downing Drive Surgery PPG**

**Committee meeting held on Monday, April 24th 2023 at 6.00pm.**

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|  **No.** | **AGENDA ITEM** | **ACTION POINT** |
| *1* | ***PRESENT:****– Kam Mistry (KM -Chair), Jeanette Robertson (JR – Vice Chair), Chris Mitchell (CM), Caroline Graham (CG – Practice Manager), Janet Hall(JH), Dr Ahmad (NA),* *Gordon Squires (Observer)* |  |
| *2* | ***Apologies:*** *Kanti Solanki (KS – Secretary)* |  |
| *3* | ***Conflict of Interest –*** *None declared* |  |
| *4* | ***Approve and Sign minutes from last minute – 24th March 2023****Minutes of last meeting approved.**The committee unanimously agreed the approval of the amended minutes.* |  |
| *5* | ***Matters arising from the last minutes****All covered under the main agenda items.*  |  |
| *6* | ***Doctors / Surgery / PCN updates*** * ***Website Update / Reception TV*** *– Caroline advised the Practice as chosen to remain with LHIS and opted for the website using the NHS Blue color format. The menu on the website will be at the top of the page and will be more patient friendly. The website will provide all the NHS national updates but there is not set date for the roll out.*
* ***Reception TV screen*** *– This has been logged with LHIS to repair, update to be provided at the next meeting.*
* ***LLR PPG Recruitment Toolkit*** *– Chair had circulated to the email link to the committee prior to the meeting. The committee commented the toolkit had a few useful elements but was generic which could be tailored for the committee. It was suggested the practice to send out SMS text to all registered patients to encourage volunteers to join the PPG Committee. CG to draft message and PPG Chair to check suitability before broadcasting.*

*JR suggested inviting Sue Venables from LLR to one of the PPG meetings to try and assist with recruitment suggestions.** ***LLR PPG Meeting update*** *– JR provided an brief update of the meeting she attended at NSPCC.*

*Andy Williams UHL CEO provided an update on the status of the ULH hospitals.**JR mentioned all other PPG’s are facing the same issue in recruiting younger members, majority of the PPG participants at the meeting where over the age of 70 in her opinion.**JR gave examples of some good practices at the Uppingham Surgery** *Proof reading of SMS Texts to patients before they are sent by surgery*
* *Volunteer transport for patients, CG mentioned Sandra was providing patient transport at DDS and this was working well.*
* *PPG educational sessions - Police and Health Sessions have been held successfully.*
* *Appointments – patients are seen face2face and also get phone call*
* *Care register is kept, CG mentioned DDS also has one and Karen is the Lead.*
* *Virtual meeting are held to save time*
* *PPG Email is used to contact committee for complaints, suggestions etc.*

*The committee felt there were a few good practices which DDS could try, such as adding PPG email to surgery website, inviting other PPG members to the DDS meeting or other PCN PPG members.**JR mentioned the Uppingham Surgery PPG have supported other initiatives likes parks and fete’s. ND added that DDS have supported the Park Run in the past but needs 32 volunteers just to run the event which has not been possible recently.* *JR mentioned that DDS have not performed a patient survey for years, ND mentioned the surgery did well during the last survey where only 98 patients responded out of 7800 registered patient.**Surgery update –* *CG - advised new receptionist recruited called Emily.**ND - advised registrar Dr Jassat has moved to a Blaby Surgery to complete final GP training. Dr Wong (Female) has joined to start 1st year GP training for 4 months.**CG – advised Dr Boughellam is currently performing a estates review to how better utilise the doctors and nurses room. Hence the ‘self check’ alcove may change this is still in the planning stage.* | ***CG – roll out date?******CG – update on helpdesk call******CG – provide draft of SMS text.*** |
| *7* | ***PPG – Next Steps**** ***Contact List update***

*KM asked the committee members to check and update their details to ensure they can be contacted in an emergency.** ***Coffee Morning – Launch Date / Advertising / Cost £8-£10***

*KM update the committee The Church of God are happy for the coffee morning to start but would like a contribution of £8 or £10 towards help with utility bill and Phil’s (Caretaker) travel to open up. Committee felt £8 would be acceptable initially. The coffee morning poster was agreed in the last meeting. The slips to promote the coffee morning was handed to the committee, suggestions of handing to all patients and leaving them on the chairs in reception would help promote the coffee morning.**KM will contact Sylvia to see if she would be available to help, JR to contact Pat Goddard and Geoff O’Donovan to see if these previous members would like to assist the coffee mornings.** ***Newsletter Articles – update / deadline***

*KM – asked the committee to ensure everyone were happy with their articles they were drafting. CM commented the last newsletter articles are still relevant. KM asked all the articles be ready for the meeting on the 26th June.*  | ***CG to check the policy on sharing of CCTV footage******CG – to update on Monitors in reception.*** |
|  *8* | ***Finances*** * ***Balance update*** *– KM handed out the balance sheet, with £60.37 petty cash. The bank balance is assumed as £1773.91 as no statement has been delivered for a long time. JR and CG mentioned the Bank balance may be lower by £130 as payment for the newsletter and a cheque was drawn.*
* ***Change Signatory / Online Logon*** *– KM updated the committee JR and himself have been trying to change signatories on the account but struggling as everything is online now. CG handed over a letter from the bank at the beginning of the meeting which was opened as addressed to Pat Goddard who opened the account. The letter needs to be followed up by KM.*
 | ***KM to provide an update on banking.*** |
| *10* | ***Next Meeting****Monday 10th July at 6 pm* |  |
| *11* | ***AOB (to be agreed in advance with Chair)*** |  |

Signed Date: