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**FALKLAND HOUSE SURGERY**

**PATIENT PARTICIPATION GROUP**

**Notes of the PPG Steering Meeting held on**

**Thursday 20th October 2022**

**at Falkland House Surgery**

**Present:** Pearl Woodward (PW), Dave Darwent (DD), Jan Bergstrom (JB), Nigel Dakin (ND), Marilyn Dakin (MDK), Carol Wymer (CW), Mike Dyson (MD), Pete Nightingale (PN), Margaret Booth (MB)

**For the Practice:** Zoey Hall, Practice Manager (ZH)

1. **WELCOME (MB)**

MB chaired the meeting, and welcomed members, particularly new members Marilyn and Nigel Dakin.

1. **APOLOGIES (MB)**

Enid Hirst (EH), Rachel Cadman (RC), Nigel Gater (NG), Jean Gater (JG), Meg Crook – new member (MC)Hilary Dawson (HC). HD had provided notes via email that were referred to during the meeting.

1. **THE GARDEN PROJECT (MB on behalf of JG and NG plus PW)**

Initial information about the Garden project had been circulated with the agenda. NG and JG were unable to attend the meeting because of Covid in their family but had provided an update that was circulated. PW reported on progress. Discussion followed including:

* Garden Project Sub-group volunteers are: NG and JG (Co-ordinators), PW, JB.
* Other members who wished to be involved are: MB, PN, DD, ND, HD
* Thanks to all members involved in the initial working day on 22nd July
* Thanks to NG, JG, PW and Ian Woodward for continued work and building/planting the new plant container
* ZH to ask Sue (Practice Team) to water the trough, along with the indoor plants
* ZH to activate usual strategy to sweep leaves (and seek PPG help if needed)
* Agreed that only basic work to be carried out in the side garden until after the building work is complete
* PW and DD to make contact with High Storrs Gardening Group re possible links
* Sub-group to make contact with Bents Green Nursery. DD reported that they supported local community organisations

**ACTION: NG, JG and other members as required**

1. **INPUT FROM THE PRACTICE (ZH)**
2. **Flu and Covid injection programme.** A huge programme has been run by the Practice: 1,200 + flu and 1,000 + Covid jabs. ZH said this had been a very challenging and time consuming for the Practice. NG, HD, PW, EH, JB and CW had all been involved in supporting the three Saturday clinics. The sessions had been a very good opportunity to talk with patients and distribute PPG Newsletters. Patients had reported being very pleased to have their jabs at the surgery. HD had noted a number of additional points in her email. MB to pass all the feedback to the Practice. There was discussion (as in the past) about how to raise patient awareness of the financial benefit to the Practice of patients having jabs at the surgery. This to be raised again on a future agenda.

**ACTION: MB (feedback and future agenda)**

1. **Surgery building project update.** Plans have been submitted for a ‘loft extension’. Awaiting approval from NHS England. Handrail to be included in the project (PPG planned funding of £450 to be retained for now). Feedback from HD after flu jabs sessions noted that the handrail up to the front door could also be improved.
2. **NHS annual patient survey outcome.** Congratulations to the Practice for achieving the most positive feedback of all Sheffield surgeries - up from 2nd best in 2021. The doctors had noted that each of the top 10 practices were small ones (which reflected the views of the FHPPG survey of our patients in 2020). The issue of how we support the celebration of Practice success to be discussed at a future meeting.

**ACTION: MB (future agenda)**

1. **Prescription arrangement updates:** Pressure of time and workload had meant that ZH and MB had not contacted Elaine Atkins about the possibility of joint action with other local practices through the Porter Valley Primary Care Network (PVPCN). It was agreed that this needed to be pursued further on a future agenda focussing on the service by chemists and whether practices/PVPCN were able to engage with chemist chains about the quality of their prescription activity.

**ACTION: MB (future agenda)**

1. **APPROVAL OF THE MINUTES OF THE LAST MEETING (14 JULY 2022) (MB)**

Approved as a correct record: Proposed PW Seconded MD

1. **MATTERS ARISING (Not addressed in the main items) (MB)**

**3d) Phlebotomy arrangements and patients’ responses:** MB had not received any feedback from Richard Kennedy re the outcomes of the city-wide consultation to which the PPG had contributed. It was noted that:

* From Tuesday 25th October the phlebotomy service would move from the Parkway Drive Through to the Longley Lane Vaccination Centre (Information from ZH) and the 88 bus makes it easy to access
* Group members expressed their satisfaction with the service at the Hallamshire Hospital
* ZH reinforced that the reception staff at the Practice supported patients for whom it was difficult to travel – including a home service.

**ACTION: MB to follow up Richard Kennedy**

1. **TREASURER’S REPORT (MB on behalf of RC)**

Current balance in PPG Account: £777.31

(Of which £450 is still set aside for the front door handrail, but ZH indicated that the Practice was now covering the defibrillator costs.)

Claims submitted and to be paid re The Garden Project and Newsletter: £86.90 + £ 49.99 = £136.89

Donation of £40 from a member to be paid in.

Total: £777.31 - £136.89 + £40 = **£680.42**

**ACTION: RC and MB settle receipts**

1. **COMMUNICATIONS OFFICER’S REPORT (PW)**

PW and ZH had successfully produced the PPG Autumn Newsletter and many of them had been distributed at the flu sessions. PW was keeping the waiting room supplied with newsletters. She felt that patients were now beginning to get more aware of the Newsletter and plans for the Winter 2022 edition were underway. The waiting room screen was now updated and up and running again. It was agreed that this was an important source of information for patients, which had been very well received when first introduced just before Covid. The Newsletter had also been posted on the PPG website. PW and ZH were thanked for all their efforts.

**ACTION: PW and ZH, ongoing**

1. **UPDATE ON LINKS AND COMMUNICATIONS (MB on behalf of EH and HD)**
2. **PVPCN Zoom Meeting re Network PPG:** Two Zoom meetings had been held on 4 August and 14th September. Both attended by EH and HD, and the first one by ZH. JB had attempted unsuccessfully to join both meetings. Feedback from HD and EH to MB was mixed. The main points:
* Short notice of meetings, particularly the first one, when many people were on holiday.
* Meetings facilitated by Co-Create. Lack of clarity about this organisation and who is funding their involvement.
* First meeting looked at general ideas re potential patient and practice shared understanding and was helpful. The second meeting did not move the agenda on and was not focussed enough.
* Only three patients from the six PVPCN practices attended the first meeting, and two attended the second. Two were from FHPPG on each occasion. One doctor representative at the first meeting. None at the second.
* Minutes were circulated after the first meeting, but none after the second. EH and HD do not know where this activity is going next. They have provided feedback to the organisers – particularly that any further sessions need to be face-to-face
* There does not seem to be any link between this activity and the existing PVPCN PPGs.

**ACTION: EH and HD to report on future developments**

1. **National PPG:** MB and JB had agreed to carry this forward to the next meeting.
2. **PPG MEMBERSHIP UPDATE (MB)**

Six new members since the last meeting: three Virtual and three Active. They had joined the PPG through: text message pilot approach by ZH and MB (1); talking with members/receiving Newsletters at vaccination sessions (3); direct recruitment by a PPG member (2). The membership list will be updated and circulated. MD is following up with data protection information.

Discussion followed re:

* The most effective ways to recruit (including information in local venues)
* The use of IT in recruitment and for other purposes (eg on-line prescription requests)

It was noted that we had at least three IT professionals in the group (DD, MD and JB) and we may be able to use their skills in this area to support the Practice and the PPG.

**ACTION: MB and ZH (future agenda – potential sub-group?)**

1. **CHRISTMAS QUIZ 2022 (MB on behalf of EH)**

A set of notes was distributed which followed a meeting between EH, MB and PN. (Copy attached). This meeting was held because EH knew she could not attend the Steering Group meeting. After discussion it was agreed that:

* Each member would try to find at least one additional outlet for selling quiz sheets eg ZH has links with a restaurant, DD with Bents Green Nursery, Tom Cossham and ZH with Endcliffe Park Café, ND and MDK with Bents Green butcher etc
* It was not worth pursuing the other surgeries again. A lot of work over the last two years had not produced any interest and it was not the right time to approach PVPCN to seek their support.
* We need to be aware that some outlets do not have room for boxes to collect completed quiz sheets and that the quiz sheet is clear about all the return options. Only a small proportion of completed quiz sheets are returned anyway.
* Funding raised for FHS should support the Garden Project.
* EH should have the final say on the local/national charity. ZH suggested that the funding should go to a local food bank because of the current economic climate. This was strongly supported by the group. DD also requested that male mental health/suicide support should be considered in the future. MB and PN to investigate the S11 foodbank situation and report to EH and the Quiz Sub-group.

More information about Quiz arrangements will be provided for all members after the Sub-group meets.

**ACTION: All**

1. **AOB**

There was none.

1. **PPG STEERING GROUP MEETINGS 2023**

ZH is no longer able to guarantee being able to attend all PPG meetings from 7 pm to 9 pm. She hoped to be able to share the meetings with the doctors in the coming year.There was discussion about days of the week (Monday to Thursday) being used for meetings – not just Thursday. It was accepted that no arrangement could suit everyone, but we agreed that:

* Meetings would still be held at the surgery
* ZH would try to share these with the doctors
* Meetings would be held from 6 pm to 8 pm (rather than 7 pm – 9 pm)
* Meetings would rotate round Monday to Thursday
* The same pattern across the year would be maintained (avoiding main holiday periods)
* These changes would be reviewed after a year

Meetings for 2023 will therefore be as follows:

**Steering Group Meetings**

Monday 6th February

Tuesday 25th April

Thursday 13th July

Monday 16th October

**AGM**

Wednesday 24th May

All meeting will take place from **6 pm to 8 pm** at Falkland House Surgery.

Margaret Booth (on behalf of Nigel Gater)

21 October 2022