Minutes for **Joint** PPG/PCN meeting

Tuesday 11th July 2023 6:00pm

Northway Surgery

**Present**

Ella Thompson, Russell Gardner, Cicely Thomas, Helen Codd, Beatrice Boyling, Karen Evans, S.Rosa, Dave Gill, Chris Bate, Kellie Kirk, Jean Baines, Clare Davies, Keith Gibson, Beryl Haswell, Archie Haswell, Anne Morris, Peter Norton, Harvey Woolf

**Apologies**

Anne Whitham, Rosemary Bennett, Ian Campbell, Matt Wilkinson, Anne Wakefield, Tim Jevons

Minutes taken by Ashleigh Dodd

**Introduction**

The meeting started by attendees introducing themselves and the surgery they had come to represent.

Apologies noted.

Everyone happy with minutes from the last meeting. DG questioned whether the minutes for each surgeries PPG meetings are going to be sent around to everyone. It was agreed this is not necessary.

No urgent matters arising to discuss. Actions discussed from last meeting. Ryan sent Ella information regarding loan sharks.

**Speaker Kellie PCN Paramedic**

Kellie PCN Paramedic was thanked for attending the meeting. Kellie gave a speech explaining her current role within the PCN and an overview of her previous job within the ambulance service. She currently works between Ridgeway Surgery and The Greens where she sees patients with acute illnesses and also carries out home visits. This involves assessing patients and feeding back to GP’s when necessary. Kellie’s job takes enormous pressure off the GP’s as it frees up their appointment slots.

Kellie then answered various questions from members including how it is ensured her group works equitably throughout the PCN surgeries. It was explained that every surgery within the PCN has their own paramedic who carries out essential work such as home visits, telephone calls and face-to-face appointments.

So far, the paramedics have received good feedback from the patients. It was suggested that there is a part added on the friends and family questionnaire so patients have the opportunity to give written feedback regarding the paramedics. It was also suggested that Kellie, or one of the other paramedics, write a piece for the newsletter to advertise to the patients what services we have to offer.

**MS Forms for patient questionnaire**

Ella passed around the new MS form for the patient questionnaire so members could view, in case they wish to use it in their practices. It is a clear and simple questionnaire that can be added online.

**Engagement of PPG/PCN meeting**

A discussion was held about how the PCN/PPG meetings can be revitalised. PPG’s are a mandatory contract and surgeries are obliged to take part. Helen asked the group what they need/want to help make the meetings more positive/successful. Macmillan mornings and health events were suggested. Everyone agreed that the main goal is for surgeries to work together and support each other and to get information across to the public with regards to what the surgeries have to offer. Some surgeries have more facilities such as room space which is a factor to consider.

It was agreed that the role of a proactive practice manager is critical for a successful PPG. Some surgeries/practice managers are not engaging and will need encouragement. The next meeting is in the day so hopefully more practice managers will be able to attend.

If anyone has any ideas to help revitalise the PPG/PCN meetings, please send information to Ella, Cicely or Russell.

**Ideas for future speakers**

* Jason Griffiths- Health watch
* Dr Girish Narasimhan
* Dan Hart – Musculoskeletal Practitioner
* Helen O’Donnell
* Nicola – Integrated Plus
* Falls Team
* Representative from the ICB

**Contributions from the PPG’s**

Ian will edit and produce the newsletters. Practice Managers will print and distribute. It was suggested that they could be put in libraries, on Facebook, on the screen in waiting rooms. Lisa has written a piece for the newsletter. Also, some factual information about flu season is to be added.

Important future dates for PCN PPG joint meetings at The Northway:

* Tuesday 17th October 2023 -2pm
* Tuesday 16th January 2024 – 1.30pm