

# Upton Village Surgery Patient Participation Group FINAL 2021

**Core PPG Main Meeting: Monday 29 March - 2.00 to 4.00pm**

(Note - Core PPG Members Prep Meeting: Tuesday 23 March - 5.30 to 7pm)

## Attendees

<b>Practice</b>	Sharon King			
<b>PPG Members</b>	Gaynor Downie	Les Holleron	Michael Lally	Janice Wright

A copy of each agenda and subsequent meeting minutes is also provided to the Virtual Members Group as listed below.

Gail Bennett	Anand Chandrasekaran	Anne O'Hare	Joseph O'Neill
Ellidy Owen	Heather Redhead	Margaret Whaley	

	<b>Item</b>	<b>Lead</b>
<b>1</b>	<b>Welcome &amp; Apologies, including:</b> <ul style="list-style-type: none"> <li>- <b>New Core Members</b></li> <li>-</li> </ul> Welcome to Gaynor Downie & Janice Wright	<b>Mike</b>
<b>2</b>	<b>Feedback on minutes of last meeting (7 .12.20, also in FutureNHS portal) &amp; any matters arising</b> No issues raised, minutes signed off	<b>All</b>
<b>3</b>	<b>Practice update and news, including:</b> <p><u>Annual Reviews:</u>  As we start the new FY patients with an underlying condition eg COPD, asthma will be invited for a face to face or telephone annual review around their birthday month.</p> <p><u>COVID Vaccine:</u>  To date we will have vaccinated nearly 19K patients as a double PCN and will have completed all 1<sup>st</sup> vaccinations of the cohorts that we are responsible for, at the start of April we will be doing 2<sup>nd</sup> jabs.</p> <p>We have given notice that we will not be going beyond cohorts 6 as a PCN. 450 volunteers now on data base who have all been amazing!</p> <p><u>Clinical Pharmacy:</u>  Eric Ngwenya and Lorraine Weasthead are our Clinical Pharmacist and Pharmacy Technician. You may find that meds related queries go through them instead of a GP as they are the drug experts</p>	<b>Sharon</b>

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	<p><a href="#"><u>PCN (Primary Care Network):</u></a> Louise our Social Prescribing Link worker will be telling you more about herself in the upcoming UVS Newsletter, over the past year we have refereed 200 patients to benefit from her expertise in non-medical patient support.</p> <p>We are still making the most of our contract with the Charity Health box who are providing counselling for low level mental health. For questions on either of these services please see reception.</p>	
<b>4</b>	<p><b>Patient Survey update (Family &amp; Friends)</b></p> <ul style="list-style-type: none"> <li>- Gaynor will be working on an alternative patient survey with Sharon in the coming weeks. She will research survey platforms as an alternative to survey monkey as new charging arrangements now make this prohibitive to use for practice.</li> <li>- Annual survey proposal from Mike will be included in draft Comms. paper for discussion at next meeting</li> </ul>	<b>Sharon</b>
<b>5</b>	<p><b>NAPP update, including:</b> VM access to new NAPP online community (Mike)</p> <ul style="list-style-type: none"> <li>- Les will ensure that Janice and Gaynor have access to platform</li> <li>- Les will also check availability for VM's</li> </ul>	<b>Les</b>
<b>6</b>	<p><b>PPG Levels Assessment Review (as required)</b> This will be relabelled as the Maturity Matrix. No changes identified at this meeting.</p>	<b>Mike</b>
<b>7</b>	<p><b>Work Programme update</b></p> <ul style="list-style-type: none"> <li>- Janice and Gaynor were invited to express any areas of interests to take up as part of their core member roles.</li> <li>- Gaynor will focus on the patient survey as above. Janice to confirm area of interest with Mike</li> </ul>	<b>Mike</b>
<b>8</b>	<p><b>Newsletter update</b></p> <ul style="list-style-type: none"> <li>- Distribution on a quarterly basis from 2021, on trial basis</li> <li>- New "Meet The Team" articles for new / specialist roles in the surgery from April edition</li> <li>- Mike has also asked for additional practice content where available to help provide a more local feel to the document.</li> <li>- Sharon confirmed no interest in newsletter shown by local schools.</li> </ul>	<b>Mike</b>
<b>9</b>	<p><b>Use of e-Consult</b> Dr Afridi is currently working on an audit of the end to end process of eConsult: the aim being how we make the process as patient friendly and efficient as possible. Mike has offered to work on this with her from a patient perspective</p>	<b>Mike</b>
	<b>AOB</b>	<b>Mike</b>
	<b>Next Meeting Date 28<sup>th</sup> June 10.00</b>	<b>Mike</b>

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**Actions**

<b>Action</b>	<b>Lead</b>	<b>Target Date</b>	<b>Status</b>
Update website and PPG notice board with December minutes	SK	07 <sup>th</sup> May	TBC
Develop PCN/PPG engagement	CG	Ongoing	TBC
Draft Comms. strategy (incl. proposal for new annual survey)	ML	30 June	On schedule
Report back on Survey platforms research	GD	28 June	On Schedule
Contribute to e-Consult project being managed by Dr Afridi and feedback to next meeting	ML	28 June	On Schedule