Millbrook Surgery Patient Participation Group Meeting

Friday 10th June- Microsoft Teams Meeting

**Attendees:** Chris Puncher (Operations Manager), Rosie Spencer (GP), Bronwyn Job (Admin Team), Dianne Rickers, Catherine Evans, Dorothy Clare

**Absent:** David Goodenough, Karen Strong, Rachel Herniman, Georgina Brixey-Worrall (Practice Manager), Ian Clegg (Clinical Pharmacist).

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| Item | Discussed | Action Required? |
| 1. Welcome and Introductions | * CP welcomed members to the meeting and explained why the PPG had been started- improve link between patients and practice after Pandemic. * Other attendees introduced themselves and why they have joined the PPG. |  |
| 1. PPG Moving Forward | * Ground Rules: BJ invited everyone to suggest a few Ground Rules for the PPG. Suggestions put forward by attendees and listed in Terms of Reference (See attached: Terms of Reference). * Terms of Reference- Discussion regarding Aims of the PPG, Membership, Meetings and Activities (See attached: Terms of Reference). * BJ raised the point of how we could recruit more members for the group, focusing particularly on younger people. CE has connections with Local Councillors who work with Young People and Schools, and they may be able to assist with this. DR also mentioned other local councils such as North Cadbury and Yarlington. CE liked the idea of advertising on Facebook, however DR suggested other Social Media Platforms such as Twitter or Instagram may capture the interest of younger people. |  |
| 1. Electing a Chairperson/ Secretary | * BJ explained the role of Chairperson and Secretary. The Chair would be responsible for leading the meetings, writing the agenda alongside the Practice Team and ensuring everyone has a chance to speak at meetings. * The Secretary would be responsible for assisting the Chair, writing the minutes and ensuring that the meeting ran on time. * Attendees were asked to think about applying for the roles and contact BJ before the next meeting if interested. BJ will contact absent patients and offer them the chance to apply as well. Roles will be chosen at the next meeting. | Anyone interested in the roles to contact BJ before next meeting by email.  BJ to contact absent patients and provide them with information on the role. |
| 1. Community First Aiders | * CP explained that we are looking for Community First Aiders after a number of people have injured themselves in the town and our GP Team have been asked to go and assist, which we don’t have capacity to do due to current patient and staff levels. Community First Aiders would be people based in the local area, who could assist, if necessary, either residents or businesses. * DR suggested an app ?Alert a Responder, which First-Aiders can sign up to and are alerted to nearby incidents. * All in agreement that this is something to investigate and could be a solution. |  |
| 1. The way we use Keinton Mandeville | * CP asked if anyone attending was aware of the Branch Surgery, we ran at Keinton Mandeville Village Hall before the Pandemic. No one was aware of this. * RS explained that a GP would spend a few hours every day at the Hall and would run a drop-in clinic for our patients in Keinton Mandeville. Benefitted patients who found it difficult to get to the main surgery, but also took a lot of time out of the GP’s day and couldn’t guarantee how many patients would attend each day. * RS then went on to explain current staffing levels at the surgery in comparison to our Patient List (See attached: Surgery Staff List) and we have around 1,000 patients per GP, which is continuing to increase. This would impact on how the Branch Surgery would work, due to an increase in patients since it was last operating. * DR suggested creating an online poll/survey for the residents of Keinton so we can get their opinion. * CE suggested making some appointments pre-bookable, so the workload is more predictable and some walk-in sessions. * DC suggested having a few set days/times rather than every day. CE agreed and suggested having different clinicians (GPs, Nurse, Health Coach) so that different services are provided. |  |
| 1. Any other Business | * Praise for the surgery and the services provided to the community. |  |
| 1. Dates/times of next meetings. | * BJ explained that meetings would normally be held quarterly, but whilst the group is being established it would be best to have one sooner. * BJ asked how meetings should be held in the future and when. The majority would prefer Microsoft Teams as it enables them to attend wherever they are, and Lunchtime works best. * Choice between Tuesday 5th July or Thursday 14th July. * The majority voted for Thursday 14th July at 12:00 * BJ to confirm this with absent members and send link out nearer the time. | BJ to send invite for next meeting to group. |

Attached Documents: Terms of Reference, Surgery Staff List