

The Tollgate Practice

Patient Participation Group

Minutes of Meeting Held on Friday 29th April 2022 at 13:00

Attendees

Surgery Staff: Annette Bloomfield (AB) Jason Crouch (JC)

Patient Members: David Mills (DM) Michael Vass (MV) Christopher Dowsett (CD) Lorraine Feakes (LF) Rosemary James (RJ) Adrian Rowley (AR)

1. **Welcome & Apologies** DM welcomed everyone to the meeting and introduced Adrian Rowley as a new member. Apologies for absence received from Peter Walker, Angela Young and Keith Tucker.
2. **Minutes of the last meeting** held on the 14th March 2022 were unanimously approved.
3. **PPG Terms of Reference.** MV explained that these had been issued with the Agenda and asked if anyone had an objection to them being formally adopted. With no issues raised DM was authorised to sign them on behalf of the Group.
4. **PPG Confidentiality Agreements.** In order to update the Practice records AB distributed the revised agreements and asked for them to be returned signed after they had been read.
5. **Patients Survey.** AB thanked the members who had assisted with the surgery surveys and said that when the results had been summarised together with the on-line surveys the PPG would be informed of the results via DM. There was some discussion about the length of the survey which AB explained was due to the need, on this occasion, to mirror the content of the CQC surveys. DM commented on his experience with the survey distribution. He said that most patients had been very helpful and willing to complete the surveys and from comments received believed that the patients were pleased with improvements that had been made by the Practice. Specifically, improvements to the answering of telephones, the waiting area as well as the professional services were mentioned.
6. **Other Practice News**
 - a) **Staff** - AB said she was sorry to report that Louis a valued member of the receptionist team would be leaving the Practice but wished him well with his new career. The good news was that two new experienced admin staff would soon be joining the team.
 - b) **Initiatives** - AB and JC then outlined a number of initiatives they were working on including a patient leaflet detailing services available within the surgery and outside agencies relating to health issues; a card to support those suffering a bereavement; providing children with crayons etc to help with waiting delays and making greater use of Social Prescribing. In subsequent discussion LF and RJ praised the support that was being provided by the Diabetes Clinic.
 - c) **Garden** – The meeting was informed that discussions were being held to improve the garden area. A consultant was producing a report which would look at wheelchair access as well as the garden plants etc. AB said it was hoped that

in future the revamped garden area might be used by, for example, Dementia and Learning Disability Groups.

d) Safe Surgery - AB informed the Group that the Practice had signed up to a NHS programme which recognises it as a "Safe Surgery" regarding discrimination etc.

- 7. AOB - Carers.** CD explained that he wanted to raise the issue of support for carers who were often overlooked when dealing with elderly relatives – including the aftermath of their deaths. He said he was speaking following the deaths of his in-laws and suggested specifically that his wife might be able help in this area by sharing her experience on the matter. AB referenced the assistance that the surgery already provided in this area and it was left with CD and JC to see if it would be useful and appropriate to arrange a separate meeting.

Blue Badges It was confirmed that these were issued by the Council.

Covid Clinics - Initially the Spring Boosters were being administered at local chemists and major centres but it was now hoped that the Practice would be allowed to arrange a clinic – further details to follow in due course.

- 8. Date of Next Meeting(s)** – Agreed that the next two meetings would be on Friday 24th June at 1.00pm and 28th October at 1.00pm.

Meeting closed at 2.10pm.