

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING VIA ZOOM
13TH JANUARY 2021

Present

GB (Chair) DS (Vice Chair) DH (Secretary), TB, DC, JC, GF, RH, MM, VW

In Attendance

RB (ZOOM host), SM (used the chat facility as no volume was available for her)

1. Welcome

GB welcomed Oonagh Quinn from Health Watch, SM, the new Business Manager and VW

2. Apologies

CH

3. Presentation from Health Watch

Oonagh explained the history and purpose of the organisation. It is a charity launched by the government in 2012 as an independent organisation to be a watchdog of the NHS and Social Care. and delegated to local authorities in 2013. Health Watch Lincs is our body with statutory powers to carry out its three objectives, each of equal importance: to be a watchdog of NHS and Social Care, to listen to the experiences of Lincolnshire residents in the NHS and Social Care and to be a signposting and advice organisation. Oonagh explained what we can do together: "the PPG can keep doing what it is doing by working together to get the best practice from the surgery for the patients".

After answering some questions Oonagh left the meeting.

4. Minutes of 03/12/20

These were agreed as a true record of the meeting.

Proposed: JC Seconded: RH

Minutes to be signed by GB

5. Matters Arising

7. Action: HC details have been removed from devices

7. Action: GB organised Zoom meeting to discuss Virtual and Facebook with DS and CH

9. Action: RS informed Reception Staff to make patients aware when clinics run late this has been assisted by patients' entry restrictions due to Covid

9. Action: NB has left the practice and SM, the new Business Manager, will carry out feedback from telephone supplier to provide statistical evidence of improvement in lines during past year

9. Action: GB revised poster and it is being placed free of charge in North Hykeham Gazette. This had to be carried out before the meeting in order to meet printing deadline. The Grapevine is currently not being printed due to Covid

9. Action: RS confirmed practitioners now make more than one attempted call to contact patients.

MM requested further clarification of EPS/ERD. RS explained the implementation of this.

6. Practice Updates

RS reported that the first day Covid vaccinations had taken place with the next two sessions planned. After this all over 80's in our practice will have been vaccinated.

Congratulations were given to the Practice for the successful delivery of the first group of patients.

RS explained the pressure that the Practice is working under with the vaccination programme alongside regular treatments.

7. Chair Updates

Poster advertising as per item 9 above. Action under Matters Arising
GB gave more details from her meeting with DS and CH with regard to Facebook. This will no longer be a source of information instead being replaced by inclusion in Hykeham Community Facebook. DS explained platforms convenient for communications and surveys. Online and Social Media design to be carried out by DS, deputising for CH, and RS.
GS has planned online meetings with other PPGs.

8. Membership

To be an agenda item next meeting for more time for in depth discussion.

9. Email Communications

Discussion of email contacts in line with GDPR and members online protection.

Action: DH to circulate guidelines for “Keeping in touch with your committee” and an updated contact list.

10. Finance

TB reported no financial action has taken place. TB then had to leave the meeting.

11. Telephones

Covered under Matters Arising above, 9. Action

12. AOB

Discussion of minutes took place and RS confirmed that they are a record for Core Committee members to inform CQC of activities and actions taken.

GB requested ‘Age’ to be added to Appendix 2: Equality in Terms of Reference.

Action: DH to amend and circulate to Core Committee

13. Date of Next Meeting

Wednesday 31st March 2021 at **6.30pm** Via Zoom (RS to host)

Signed:

Date:

| <u>Item</u> | <u>Action</u> | <u>Responsibility</u> | <u>Outcome</u> |
|--------------------|--|------------------------------|-----------------------|
| 5 | to check with lead pharmacy to see if this is possible | VC | |
| 5 | to contact Crossroads PPG members to invite them to join Richmond PPG | VC | |
| 5 | to design | GB | |
| 5 | to hand out when attending for own appointments and when attending for clinics | All members | |
| 5 | to make box | TB | |
| 6 | to circulate possible requirements for new members to discuss at next meeting | VC & GB | |
| 7 | to email dates to PPG so members can sign up when they can attend and distribute questionnaires. Completed questionnaires to be placed by patient in PPG box | VC | |
| 8 | to email list of weeks to VC & NB | GB | |
| 8 | to consult with Practice to decide most appropriate week for PPG to support | NB | |
| 8 | to liaise to prepare for Awareness Weeks | CH & MM | |
| 8 | Members to attend to support | All members | |
| 8 | to decide at next meeting which site will be used. | PPG Agenda | |
| 9 | to discuss at next meeting | PPG Agenda | |
| 10 | to inform CS who will investigate text messaging | NB | |
| 10 | to email VC to when new website | NB | |
| 10 | to inform members | VC | |
| 10 | to use and give feedback at next meeting | All members | |
| 10 | to attend Patient Council Meeting | VC | |