

The Sidings Patient Participation Group  
Minutes of a meeting held on Wednesday 14<sup>th</sup> June 2023

Chair: Phillip Bosworth

Secretary: Sue Fidler

Present: Tim Boardman, Mike Forbes, Gordon Allen, Alan Pickering, Susan and Roy Humby

Lauren Hunt and Kevin Murphy, Head of Primary Care, Omnes

Apologies: Pat Bowles, Gillian Brown and Alan Brown

Prior to the start of the meeting Lauren announced a new member would be joining the Committee. This announcement was not anticipated and consequently led to a series of events / discussions impacting on the start of the meeting. Lauren left the meeting at this point and the Chair explained the surrounding circumstances emphasizing the unsuitability of the particular candidate. It was noted there was no notification, prior to the meeting. The prospective candidate for the group had breached public decency according to inappropriate public videos existing on Social Media.

This was then clarified by the Chair to the Meeting. Examples are available. Once the explanation was provided, the majority of members felt the presence of the perspective member would prove problematic and inappropriate under the circumstances.

Two members disagreed with the decision despite the citing of the Nolan Principles and good conduct pertaining to public life. The principle of acceptable public conduct was understood and accepted by the members of the Committee, with the exception of Gordon Allen and Alan Pickering who were again negative and disappointingly refused to acknowledge and abide by the Nolan Principles for the PPG group and consequently offered their immediate resignation and left the meeting accordingly. The group wished them well and accepted their resignations.

As a consequence the group agreed and advised the Chair that the applicant in question was not welcome in the PPG group. As the PPG group is independent the matter is determined locally. ICB to confirm back to the group from Ian Scott's contact with them. The secretary would then write to the applicant to confirm accordingly.

The meeting continued at 5.50pm

National Awareness Week.

The above was attended over a period by Phillip, Sue, Mike and Gillian.

Disappointing first day, no preparedness whatsoever, despite requests by Chair for certain items to be made available. Trudy wasn't able to find the easel and wasn't aware of us being present for some of the days in the Awareness week.

Staff were also not aware of the National PPG Awareness Week or the Groups attendees being in the Practice. It was felt to have been unsupported by the Practice. PB felt Ian Scott may attend the meeting later, to continue the discussion as he was in the Practice on the first day, May 31<sup>st</sup>.

Kevin introduced and explained he would need to leave shortly due to the extended first half of the meeting. An extended invitation was given to the group by KM for interested members to visit the Practice on Monday next (19<sup>th</sup> at 12pm) to discuss in more detail their thoughts on the changes to the practice re: signage and patient confusion observed by the PPG members who came into the practice for the Patient Awareness Week and what could be done to improve the patient experience for the future going forward. It was felt there had been missed opportunities.

Kevin informed the group of a recent open forum for Staff enabling relevant concerns to be aired in open discussion, as a way forward.

The Chair highlighted the groups aim to help improve the service for patients and staff. A general discussion took place and it was felt that a newsletter would be a good way forward. It was agreed this would be considered further, consistency and communication being essential. Including a feedback requirement by ICB taken into account. Feedback being key and communication amongst staff and Practice Manager being emphasized.

Kevin confirmed two permanent salaried GPs had been appointed being local to the Area.

A short discussion revolved around Ask my GP. Concerns were expressed regarding an elderly population who in part are not always confident although some will have IT experience

Chair requested clarification as to KPIs. It was confirmed by Lauren they had been sent to Chair the day of the meeting.  
The Chair welcomed Ian Scott to the meeting.

A short discussion followed re: a camera/screen and any observation when patients would be alone in waiting room 2. Lauren wished to highlight the rarity of someone being taken ill within the waiting room and going unnoticed.

A report of a data Dashboard shown at the recent Boston PCN meeting being available to the Practice. It was stated that it would prove very informative re Patients and Illnesses, a lot of input being anonymised and useful accuracy aid. Lauren was looking forward to using the tool. The tool would also prove useful for ICB from a budgeting aspect.

The Chair highlighted a key aspect of the tool was mentioned, being of good practice enabling solutions to be found as early as possible along with long term cost savings.

A short discussion revolved around the Evergreen App usage. Approximately 6,000 downloads, and being utilizing as and when. It was not known how many actually were using it but data can be obtained to ascertain the actual usage. One member of the Committee highlighted the fact he had downloaded the App, but never actually used it.

It was confirmed by Lauren that staffing problems had on the whole been resolved but still some sickness was still having an impact on the Surgery staffing.

A general overview of the ICB presented by Ian was given.

It was confirmed the Primary Care Team would be restructuring on Monday next but meetings would continue as usual along with monitoring support.

National Awareness Week.

This being raised by Ian as a matter of interest and a short discussion took place.

It was felt Visitor lanyards would be nice to have for future events. A concern was raised as to the NHS symbol being displayed on Visitor Lanyards. It was pointed out, the NHS logo could be excluded. Lauren to look into this and report back.

Funding of PPG was discussed briefly. The Practice received money per patient previously, but it is now lumped into the main sum. ICB has been asked for help but no funding decision made to date. It was felt there was a lack of consistency.

Lauren stated she had approach NAPP for funding but nothing was provided. ICB could be approached re: the provision of lanyards, Posters etc. It was felt there was nothing allocated as funding for PPGs amounting to other than very small amounts of money membership of the NAPP being £40.

Ian offered to clarify the situation. The Chair stated the group was statutory and should be resourced accordingly by the ICB under its duty. A request for clarification of funding to be requested via the Engagement Team.

A short discussion revolved around the administration of PPG Notice Board. One member offered to undertake to produce notices for the Board. The PPG Certificate via NAPP not in place. Chair to pursue accordingly and report back.

Quarterly Patient Survey, Ian to chase and bring to Monday's meeting.

Minutes have been sent or handed out for Feb, March, April and May as required.

Ian Scott expressed a thank you to the PPG group for all their work, from the ICB which was gratefully received by the group accordingly. The Chair took the opportunity to emphasize the PPGs mission to be a critical friend and wished the Practice to flourish and provide a great service for all patients.

Meeting ended at 7 pm. The next meeting will be 12<sup>th</sup> July 2023.