

St Wulfstan Surgery
Minutes of Patient Participation Group Meeting
14th September 2021

Present: Alan Boyland (Chair), Nigel Rock (Vice Chair), Graham Rice, Sandra Rice, Jane Tuck, Mark Hancock, John Veasey, Dave Oldridge, Brian Cobb, Lindsay Ward (secretary), Averil Kennedy, Debbie, Faris, Charles Henshaw

Apologies: Kirti Viswanathan, Anthony Probert, Noorjahan Pallikkanda

Item	Discussion	Action
Matters arising and minutes of the last meeting	Agreed as an accurate record Lindsay has informed PCN Manager that Alan, David and Jane would like to join the PCN PPG Volunteer driving service will not resume for the time being due to ongoing Covid risk	
Flu and Covid Vaccination	Flu vaccines will be done at the surgery, with Covid booster vaccines being done at Southam Clinic. Flu vaccines will be delayed this year because of national delivery issues.	
Staffing update	Lindsay and Faris updated the Group on recent recruitment in the reception and admin teams. They also explained that we would be readvertising GP roles again. Discussed use of paramedics and ANPs.	Consider LinkedIn for recruitment in future
'Did not attend' DNA letters	The DNA letters were revised and changes will be implemented	LW will inform Admin team of revision to DNA letters
SWPPPG	The Zoom call dropped out at this point and some members were not able to rejoin the call. Unfortunately, Alan was not able to rejoin the meeting but has asked for the following update to be included as an addendum to the minutes: <i>The South Warks PPPG mainly comprised representatives of PPGs of practices throughout the area, and engaged with all tiers of the NHS. It was formally a committee of the South Warks Clinical Commissioning Group (CCG), but that body has now been merged with others to form the Coventry & Warwickshire CCG. It seems to be generally accepted that a PPPG on the previous model would be unworkable at that scale. In any event that new CCG is itself due to be replaced in April 2022 by an 'Integrated Care System Board' (seen by some as stage in the privatisation of the NHS). It is thought to be unlikely that this will encompass an equivalent to the SWPPPG.</i>	

	<p><i>The South Warwickshire GP Federation has expressed a strong desire to retain the role of the PPPG and engagement with it, and to provide a channel of communication between patients, voluntary groups and the NHS at all levels. This has led to the formation of the South Warwickshire Patient Engagement (SWPE) group with representatives of each PPG, independent patient groups and voluntary sector organisations. The inaugural meeting is on 16th September. Alan will attend on behalf of the St Wulfstan PPG, and will report back. At some stage we should consider whether our participation in this group is worthwhile for us, and who should represent us.</i></p>	
Drivers' Group	Nil	
Feedback	<p>Nigel wanted to thank receptionists for their care.</p> <p>Social Link Worker response to request for consultation was discussed and found to be poor. Voicemail message was not very good, nor polite and no-one called back.</p>	<p>Lindsay will investigate and ensure that the SLW response improves, including professional voicemail message and timely response to request for appointment.</p>
AOB	<p>Draft patient survey will be sent to PPG members before sending to patients.</p> <p>Blood tests for cancer research. NHS England will write to pts direct 140,000</p> <p>National patient survey – we came 87th out of 6658 practices in England – top 1.3% nationally. Link to survey results here: https://gp-patient.co.uk/ Link to national rankings here: https://www.trinitymirrordataunit.com/preview/code_gps_202109.html?v=1</p>	<p>Lindsay will arrange for survey to be circulated to PPG members in due course.</p>
Date and time of next meeting	<p>Tuesday 7th December 2021 @ 12.30pm Joining details below:</p> <p>Include details of Zoom below: Join Zoom Meeting https://us04web.zoom.us/j/73073227267?pwd=SVNPN0hPdHVLaHIITXZjMmN0MGZsQT09</p> <p>Meeting ID: 730 7322 7267 Passcode: 6qd1J0</p>	