



Ignite

our community to bring their skills to support our General Practice



Motivate

ourselves and others to self care



Generate

a movement to sustain GP services in our community



Positive

supporting our GP workforce



Partner

working with our GP to support the care of patients



Governors

of ourselves so we are constructive and helpful

Ivy Medical Group (IMG) Patient Participation Group (PPG) Meeting Minutes *(to be approved at the next meeting)* 24 November 2022

Agenda item (see agenda 24-11-22)	Notes	ACTION/OWNER/DATE
Attendees see ENC. 1	<p>ENC. 1</p> <p>All present signed the code of conduct for the PPG meeting</p> <p><i>In attendance and observing:</i></p> <p>Jane Hildreth, Newark & Sherwood Council for Voluntary Services</p> <p>Paddy Tipping, Non-Executive Director, Nottinghamshire Healthcare NHS Trust</p>	<p>Code of conduct signed</p> <p>Action: All to note</p>
Chair	Ingrid Glover and Tracy Madge	Action: All to note
Minute taker	<p>Tracy Madge</p> <p>The meeting was audio recorded and can be made available to those who could not attend the meeting.</p>	<p>Audio recording of the meeting available on request</p> <p>Action: All to note</p>
Apologies	See ENC. 1	Action: All to note
Conflicts of interest	Steve Scott related to staff who work at IMG	Action: All to note
Minutes from the last meeting	<p>N/A first meeting of revamped PPG</p> <p>Standing agenda item will be to agree and sign off</p>	Action: All to note
Matters arising not on the agenda	N/A as above	Action: All to note
PPG Vision and Code of Conduct	ENC. 2 – presented and supported.	<p>Vision and code of conduct approved.</p> <p>Action: All to note</p>

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	<p>The PPG will focus on future developments that support the practice and not on complaints.</p> <p>Practice staff agreed to provide an overview of complaint themes at each PPG meeting and seek advice where necessary</p>	<p>Summary of complaints at every PPG Action: Practice by 02-03-23</p>
Terms of reference (TOR)	<p>ENC. 3 issued for consideration.</p> <ul style="list-style-type: none"> • A core membership of 12 people was approved. All other patients are welcome to attend. • Membership needs to reflect the patient demographic. Agreed that all equality strands should be represented if possible. • Steve Scott and Ingrid Glover were nominated as co-Chairs and this was supported by attendees • Tracey Andersen was nominated as secretary and this was supported by attendees 	<ol style="list-style-type: none"> 1. Any comments or changes to the TOR be sent to Tracy Madge. If none received these will be signed off as approved on 12-12-22 Action: All by 09-12-22 2. Confirmation of the PPG co-Chairs and secretary Action: All to Note
Members contacts	<p>ENC. 1</p> <p>All agreed that emails could be shared openly to support communications with members. Mobile numbers will be removed</p>	<p>Amend member contact list and share with members Action: Tracy Madge by 02-02-22</p>
Update on the listening exercise	<p>ENC. 4</p> <p>Slides presented. More work is required to ensure working age and under 18 have their views captured. Approximately 160 people have fed back so far with an average age of 67. Engagement with other age groups will be collated and presented in March 2023</p>	<ol style="list-style-type: none"> 1. Outputs from the listening exercise to date to be published on the website. Action: Practice staff by 02-02-22 2. Engagement with under 65s to be completed by March 2023 Action: Tracy Madge, James Hall by 01-03-23
Patient Partner for Communication	<p>Dan Howarth, Patient Partner (see below), provided a video update.</p>	<ol style="list-style-type: none"> 1. Upload video with PPG minutes Action: Practice by 02-12-22 2. Identify patients for postal service

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	The practice agreed to identify all patients who prefer postal communications	Action: Practice by 31-03-23
Practice update	<p>ENC. 5</p> <p>The practice informed the PPG of new staff. Lowdham closure was discussed and a FAQ has been published and posted out. This will be updated as necessary. Members asked for roles of staff to be explained and for photos of the team to go on notice boards/website</p> <p>Patient Partners were confirmed as:</p> <ul style="list-style-type: none"> • Dan is a Patient Partner who is a local resident at our Learning Disability home in Burton Joyce. Dan is regularly updating our notice boards and helping us with posting key messages to those who are housebound or cannot use technology. • James Hall is our Patient Partner for younger people engagement. James runs an adult football team and has a keen interest in younger people's health. James is working with sixth forms to understand the needs of us under 18s so we can plan services with them and for them. • Lindsay Hall is our Patient Partner supporting us with end-of-life care. Lindsay is a clinical nurse specialist in palliative care and end of life care at Nottingham University Hospitals NHS Trust. Together with Dr Baker and Nottinghamshire Hospice we are working to ensure our patients and carers receive the best care possible at the end of their life. • Bob Barrett is our Patient Partner leading on Health Promotion. This will help signpost patients to information for self-care and how to navigate the NHS • Tracy Madge is our Patient Partner supporting us with our strategy and new premises business case. Tracy is a retired nurse who worked at director level across the NHS. 	<ol style="list-style-type: none"> 1. Update website with new staff and include photos of all the team 2. Provide role description on website and notice boards <p>Action: Practice by 09-12-22</p> <ol style="list-style-type: none"> 3. Under 18, End of Life and Health Promotion Plans to be presented at March PPG <p>Action: James Hall, Bob Barrett and Lindsay Hall by 02-03-23</p>

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Group discussion	Outputs: <ul style="list-style-type: none"> • Patients over a certain age have expectation of the practice that may not be able to be met e.g. first choice of face to face appointments rather than a phone call • How will electronic patient prescribing (EPS) be introduced, what information will be provided for patients • Membership must be inclusive and representative • New staff roles need to be communicated e.g. advanced clinical practitioners • Patients may want to attend the PPG as patients not as 'experts' or 'leads' • Communication methods need to be tailored 	<ol style="list-style-type: none"> 1. All patients can attend the PPG but a core of 12 members will be in place (see below) Action: All to note ENC. 1 2. EPS to be communicated to patients Action: Practice by 12-12-22 3. Roles of staff and photos to be on website and notice boards Action: Practice by 12-12-22 4. Communicate messages to all patients and PPG via IMG web access/notice boards/letter Action: Practice and Secretary by 02-02-23
PPG Work Plan 2022-2023	ENC. 6 Issued for consideration	Any comments or changes to be sent to Tracy Madge. If none received this will be signed off as approved on 12-12-22 Action: All by 09-12-22
Communication	PPG members are key to communication. The practice agreed to enable PPG chairs and secretary to have access to the PPG area on the IMG website. The secretary and chairs will keep the site updated and share on social media. Sally Smith agreed to share with church community and PPG to ensure Dan Howarth has paper copies for posting and notice boards	<ol style="list-style-type: none"> 1. Practice to enable editor rights to PPG page on website Action: Practice by 02-12-22 2. Keep PPG web page updated and share to social media. Share with Dan Howarth and Sally Smith Action: PPG chairs/secretary monthly
Core members	The following members will form the core of the PPG <ol style="list-style-type: none"> 1. Ingrid Glover – Co-Chair 	Core membership agreed. All patients welcome to attend all PPG meetings.

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	<p>2. Steve Scott – Co-Chair representing working age</p> <p>3. Tracey Andersen – Secretary representing working age</p> <p>4. Dan Howarth, Patient Partner for communication and representing Learning Disability community</p> <p>5. Brandon Lee – Sixth former, Southwell School, representing young people</p> <p>6. Lindsay Hall – representing working age and support for end of life care</p> <p>7. Bob Barrett – supporting health promotion</p> <p>8. Tracy Madge – supporting premises and strategy (only until March 2023)</p> <p>9. James Hall – representing working age and younger people</p> <p>10. David Morley – supporting the PPG with patient views</p> <p>11. Liz Breeze - supporting the PPG with patient views</p> <p>12. TBC</p> <p>As more patients come forward the above can be changed to ensure membership can reflect the demographics and allow patients unable to attend the meeting to come forward.</p>	<p>Core members from other patients to be considered. Patients to contact Tracy Madge if they wish to be a core member by 12-12-22</p> <p>Action: All PPG members by 12-12-22</p>
Next meeting	Thursday 2 March 2023. Venue and time TBC	<p>Agree venue and time</p> <p>Action: Co-chairs & Secretary by 02-02-22</p>

Draft

- ENC 1: Attendees, members and apologies
- ENC 2: PPG Vision and Code of Conduct
- ENC 3: Terms of Reference
- ENC 4: Listening exercise to date summary
- ENC 5: Practice update
- ENC 6: PPG Work Plan

Draft until signed off 02-03-23