

Victoria & Mapperley Patient Participation Group
Business Meeting Minutes
Meeting held on Zoom at 18.00 on 02.02.2021

Present: Cath Verhoeven (Chair), Debs Main (Secretary), Alan Wilson, Anne Hardy, Bill Brown, Sue Clague, James Pam, Roy Sells, Sally Eaton, Tony Wright, Catherine Wallis, Magdalena Patel, Robin Taylor, Martin Rudge.

Apologies: Gillian Roddis.

Agenda

1. **Welcome:** Cath welcomed members to the meeting and reiterated that the purpose of the meeting was support the practice to provide the best care for patients in relation to the running of the practice and not to address individual medical issues or concerns as it is not within the PPG remit.
2. **Ratification of the Minutes:** minutes for the meeting on 14.12.20 ratified.
3. **Matters Arising:**
 - a) Brief discussion around experiences of Covid vaccination programme. On the whole patients satisfied with how they have been treated at the vaccination centres. Booking via swift queue seems straightforward: <https://www.swiftqueue.co.uk/nottinghamc19vpatient.php>. Those who are extremely vulnerable are waiting for their letter or have had the wrong letter. Concern over need to queue outside for those with mobility issues.
4. **Health Issue Presentation for Next PPG Meeting:**
 - a) The next PPG meeting will focus solely on mental health. Cath has agreed with Simon Jones (practice manager) that Dr Wheeler will give a talk on mental health on March 1st at 5.30pm.
 - b) The group discussed topics they would like to see included as follows:
 - How does the practice manage mental health issues/What is the process it follows for patients with these problems.
 - What effect the pandemics had on mental illnesses i.e. loneliness?
 - Children and young people should be remembered as being significantly effected in this.
 - Discussed including people with Special Educational Needs and Disabilities (SEND) and their carers in this session but it was felt that this should be a separate topic for another time.
 - What is the role of the 'Social Prescriber' in this area and are they active within our practice yet?

Action: Cath to contact Simon Jones, ask for outline of talk and provide our suggestions above. Cath to request questions from PPG members in advance before 1st March

5. **Social Prescribers & Sign Posting:**

- a) The PPG would like clarity on what our access is to social prescribing. What is its function within the practice and what can we expect from them? What service is being delivered and are we getting value for money?
- b) One member felt that the ability of doctors and reception staff to sign-post patients to other services in relation to mental health could be much better.
- c) An article on mental health was in the last practice news letter which has live links to various services: <https://victori mapperley.co.uk/wp-content/uploads/2020/11/V-and-M-Newsletter-winter-2020-FINAL.pdf>
- d) It was suggested that a list could be produced for the practice with the various services available. However there are a vast number of support agencies and self help groups available and there is already an extensive directory on-line which can be searched by subject, age and postcode:
 - https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/service.page?id=w200sMf_KBE
 - <https://www.selfhelp.org.uk>
 - <https://www.nottinghamshirehealthcare.nhs.uk/a-z-of-services>

Action: Cath to discuss above points with Simon to see how this information can be made more accessible to patients.

6. **Working effectively with our Practice:**

- a) Agreed that PPG is working well with the practice.
- b) Zoom meetings working well. Timing discussed - agreed need to remain flexible to suit practice involvement and patients in work. Good to see new faces at on-line meetings.
- c) Volunteering discussed (e.g. in flu clinics) - some members willing to help support the practice and agreed PPG will keep offering their support in this way. Suggested include this in future PPG objectives.

7. **AOB:** Dates and times of next meeting discussed - see below.

8. **Close of Meeting:** Cath thanked all those involved.

Next meetings:

- Mental Health - Dr Wheeler. Monday, March 1st at 5.30pm
- PPG Business Meeting - Tuesday, March 30th at 7.30pm