

**Victoria & Mapperley Patient Participation Group**  
**Action Group Meeting Minutes**  
**Meeting held on Zoom on Monday 31.10.22 at 11am**

**Present:** Cath Verhoeven (Chair), Debs Main (Secretary), James Pam, Anne Hardy, Bill Brown, Alan Wilson.

**Apologies:** None.

## **Agenda**

1. **Ratification of minutes** - minutes of Action Group Meeting 03.10.22 were ratified with minor amendments. **Action:** Debs to send to Alan for website.

### **2. Matters Arising:**

- **Caths Update from Nazia Rehman - Practice Manager:** Cath hasn't been able to have a meeting with Nazia this month and is waiting to reschedule as Nazia hasn't been available.  
**Action:** Cath to follow-up with Nazia and feed back at next meeting.
- **Online Appointment Bookings:** no appointments available on-line this morning.  
**Action:** CV to raise again with Nazia to try to understand what the issue is and what the commitment from the practice is to have on-line appointments available.
- **Minutes from business Meeting 12.09.22:** Need to be finalised with names of new staff. **Action:** Cath to clarify with Nazia and inform Debs.
- **Flu Jabs:** PPG members availability of appointments sometimes limited and variable. No info about flu jab clinics on practice website at time of meeting.

### **3. Newsletter:**

- Debs reported that she has had no response to an email sent following the business meeting on 12th September to Dr Nightingale with previous winter newsletters for ideas for seasonal articles. Debs has also called in at 858 on Tuesday last week (25th Oct) and asked reception to message Nazia with her details and requested that she get in contact about the Newsletter.
- Cath emailed Nazia Debs contact details. Cath has received one staff profile from Nazia so far which had no photo but didn't copy Debs in on message.  
**Action:** Cath to discuss with Nazia.

### **4. AGM preparation:**

**Agenda discussed with items as follows:**

- **Review Objectives 2022:** Noted that Nazia is new in post but feeling is that the PPG engagement has stalled somewhat since Simons departure.
  1. **Recruitment of patients to the PPG** - remains difficult to get new members.
  2. **Attendance at relevant network meetings** - Cath has contacted chairs at other PPGs to no avail. Limited opportunities from ICP/PCN to get involved in. PPG will continue to look for opportunities - Cath to discuss with Nazia.
  3. **Practice Newsletter** - Produce 1 in march 2022. Next one due but Debs reiterated that producing the newsletter needs meaningful engagement

from the practice regarding content.

**4. Patient Experience** - Phone - secret shopper - nothing from Nazia to Cath as yet. PPG feedback re experiences as they interface with practice.

**5. Practice Website review** - Alan has had no contact with website developer or Nazia recently.

- **Objectives for 2023:** Cath to update and share with the action group for comments.

**5. AOB:** None.

- **Zoom subscription updated for year** - Paid by Debs invoice sent to Cath to forward to Nazia to be repaid from EMASHN funding ring-fenced for this purpose

## **6. Date of Next Meetings:**

Topic: **PPG Action Group Meeting**

Time: **11.30 am, Tuesday, November 29<sup>th</sup> 2022**

Join Zoom Meeting:

[https://us02web.zoom.us/j/3965443414?  
pwd=SWc1UVZmTWZlYcU9NRmgrZlQ3RllhUT09](https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZlYcU9NRmgrZlQ3RllhUT09)

Meeting ID: **396 544 3414** Pass-code: **PPG**

Topic: **Main PPG Business Meeting**

Time: **7pm, Monday, December 12<sup>th</sup> 2022**

Join Zoom Meeting: [https://us02web.zoom.us/j/3965443414?  
pwd=SWc1UVZmTWZlYcU9NRmgrZlQ3RllhUT09](https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZlYcU9NRmgrZlQ3RllhUT09)

Meeting ID: **396 544 3414** Pass-code: **PPG**

**Future Main Meeting Dates:** Mondays -