

Patient Participation Group

The Waterloo Practice

Minutes of the Meeting of the PPG held on 5<sup>th</sup> August 2024 at 2pm

Venue: The Waterloo Practice Meeting Room

| ITEM NUMBER | ITEM TITLE AND SUMMARY  | ACTION POINTS REQUIRED AND BY WHOM |
|-------------|---|------------------------------------|
| 1.          | <b>Open and Welcome – Chair</b><br>Chair opened the meeting at 2pm<br>It was agreed that as two officers and two members plus the practice personnel were present, the meeting was quorate.   |                                    |
| 2.          | <b>Notification of any Guest Speakers or visitors</b><br><b>Chair/Secretary</b><br>Welcome – to Bev. G. from Reception to explain about the job role. Bev provided the meeting with insight into the role of Receptionist.<br>The meeting wished to thank Bev. for giving of her time to explain the many and varied duties in a day at the Practice.   |                                    |
| 3.          | <b>Attendees, Apologies for absence and notified AOB –</b><br><b>Chair/ Secretary</b><br><b>Attendees: J.D, Y.G, J.R, B.B, AGB, B.G</b><br><b>Apologise for absence: AJ, AH. C.L.</b><br><b>Did not attend /Notify: J.T.</b>  |                                    |
| 4.          | <b>Minutes of PPG Meeting 10<sup>th</sup> June 2024 - : Chair</b><br>The minutes had been circulated to all members. It was agreed by those who had been present at the meeting, and were present today, that they should be accepted as a true record.<br><b>Proposed YG Secoded by: – JR</b><br>Accepted by the four people who had been present at the meeting held on the 10 <sup>th</sup> June 2024 meeting. |                                    |
| 5.          | <b>Matter Arising: Chair</b><br>There were no matters arising from the meeting held on the 10 <sup>th</sup> June 2024.  |                                    |
| 6.          | <b>Finance Report - Treasurer</b><br>Treasurer confirm today the balance at the bank is as follows £890.48p.<br>Extra monies from the sale of the books is £11.00<br>The money will be use further down the line, everyone agreed to leave the monies in the bank   |                                    |

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| 7. | <b>Membership Update- A.J./Chair</b><br>Nothing to report, as Secretary had had to provide her apologies for absence.  |  |
| 8. | <b>Website Update – A. G-B.</b><br>Patches back on the website for admin related requests only   |  |
| 9  | <b>Notice Board – Practice Team</b><br>The noticeboard remains an ongoing item, as currently there is a shortage of staff from the reception team.   |  |
| 10 | <b>GHCCG/PRGN/FFT – Chair</b><br><br>NAPP/GHVVG/PRGN items are always forwarded by email to all members by Chair.<br>Should any member not have email , hard copies could be provided.   |  |
| 11 | <b>Practice Information /update – A.G-B.</b> <ul style="list-style-type: none"> <li>• Book area is still doing well has made sales of £11.00</li> <li>• Dr Hassan will be leaving the practice on the 15/08/2024</li> <li>• We have recruited two Receptionist and HCA</li> <li>• GP Registrar - We have Dr Kelly starting 07/08/24 , and we still have Dr Michaels until Feb 2025,</li> <li>• Dr Ahmed will be moving to another practice on 07/08/2024</li> <li>• Update on hand gel – everything working well and being used.</li> <li>• From the 31/06 – the surgery will stop providing dressings.</li> <li>• Anisa G-B. Deputy Practice Manager will be leaving the practice as of the 13/09/2024</li> </ul> |  |
| 12 | <b>Correspondence - Secretary /Chair</b><br>No correspondence to report as Secretary had tendered her apologies for absence from the meeting.  |  |
| 13 | <b>Communication Secretary/Practice Rep.</b><br>None to report   |  |
| 14 | <b>Fund Raising – Chair</b><br>There are no planned activities for now.  |  |
| 15 | <b>Notified AOB items/AOB – Chair</b><br><b>Patient Survey:</b><br>1. The meeting used the wall board to view the GP Patient Survey. Discussions took place on the percentages, and  | <b>1. A. G-B to inform all staff teams of the thanks and</b> |

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|     | <p>Chair asked members if they wished for their thanks and praise to be given to all staff at the surgery for their contributions. A. G-B to forward this to staff</p> <p>2. J. R. - J.R. is a member of PPG, and has joined the board of Governors - CHFT. His induction was this week. Following questions to J.R. it was agreed by those members present that there does not appear to be a conflict of interest in J.R. remaining on the PPG whilst on the Governors Team.</p> <p>3. Y.G. Wished to raise an issue on behalf of a practice patient, which, after hearing the issue itself, it was agreed further discussion should take place following the meeting in order to preserve the patient confidentiality.</p> <p>3. The meeting wished to thank Anisa G-B for all her hard work and support to the PPG at their meetings. The members wished her well in her new career choices.</p> | <p><b>praise from PPG membership for their contributions towards the patient Survey outcomes.</b></p> <p><b>2. Y.G. to stay behind to meet with A. G-B. at the close of this meeting to further discuss the patient issue.</b></p> |
| 16  | <p><b>Date of next Meeting:</b><br/> <b>Annual General Meeting - 7 October 2024 2pm - 4pm</b><br/> <b>Venue: The Waterloo Practice</b></p> <p><b>NOTE:</b> Chair wished to formally ask Y.G. if she was willing to be re-elected to the role of Treasurer at the Annual General Meeting in October, due to her giving her apologies for absence to the A.G.M.<br/> Y.G. confirmed she was happy to be re-elected to the post of Treasurer.<br/> <b>Proposed by:</b> J.R. <b>Seconded by:</b> B.B. Carried by all four members present.</p>   |  |
| 17. | <p><b>Meeting Closure - Chair</b></p> <p>Chair thanked everyone for their attendance and closed the meeting at 3.45 p.m.</p>   |  |