

**MEETING OF THE PATIENT PARTICIPATION GROUP,
CREECH ST MICHAEL MEDICAL CENTRE
10:30AM, TUESDAY, 27 September 2022**

Present: Kelly Durdan (Chair), Nandini McCulloch, Practice Manager, Members – David Durdan, Mary Clark, Lynn Gates, Karen Owen

1. Apologies: Frank Callanan

2. Welcome: Chair welcomed everyone to the meeting, especially the new Practice Manager

3. Minutes of the Last Meeting: Agreed as a true record.

4. Matters Arising:

- ☐ Chair yet to arrange meeting with Practice Manager re anticipated CQC inspection.
- ☐ Is 'My Planned Care NHS' website link now on PPG Facebook page?
- ☐ List of Creech St Michael Medical Centre staff still to be circulated to PPG Members

ACTIONS:

- a. Chair to arrange CQC meeting with PM**
- b. Chair to check 'My Planned Care NHS website link' now on PPG Facebook page**
- c. PM to circulate staff list**

5. Practice Manager's Report

- ☐ PM provided a printed copy of her report (copy attached)

6. Flu Clinic

- ☐ Flu Clinics. Now in progress. It was suggested that patients should be made aware via the PPG Facebook page that the surgery receive payment for each vaccination administered, thereby contributing to monies available for patient care. The one way system appears to work well but the lack of lighting to rear door could be an issue if clinics held after dark. There had been 14 'no shows' on the first day of the clinics and possible solutions for solving the problem, in respect of any appointment, not just flu jabs, were discussed.

ACTIONS:

- a. PM to check if there are any restrictions preventing publishing information re payments to surgeries for services such as flu jabs and advise Chair.**
- b. If permissible, Chair to publish number of appointments not attended and cost to surgery**
- c. PM to check if lighting is already installed at rear door**
- d. PM to investigate whether text reminders for appointments could include a simple means of response**

7. Somerset Carers - Emma McGarva, Somerset Carers (Via Teams)

- 🔗 Funded by Somerset County Council
- 🔗 Emma gave an update regarding the support available to adult carers (18+) across Somerset. A new 'Carer's Pack is currently being compiled which is intended to put all relevant information in one package and will be available in GP's surgeries.
- 🔗 Many carers are unaware of the support available and Emma wants to encourage 'Carers' Passport' registration, improve access to information and raise employers awareness
- 🔗 For the future, Emma hopes to be able to set up Zoom meetings with surgeries, means of raising awareness and possibly (with the help of PPGs) setting up Carers Monthly Meetings.
- 🔗 Creech St Michael Surgery's current Carers' Champion is Liz Pike. List of registered Carers is currently being updated by PM.

ACTIONS:

- a. PM to check with Liz pike that she is happy to continue as Carers' Champion and, if so, liaise with Mary Clark, who will be the PPG representative re Carers.**
- b. Consider Carers' Champion contacting registered carer every 6-12 months to check for any concerns/issues they may have.**

8. Questions from PM/updates from patients from PPG

- 🔗 Karen provided feedback from a recently bereaved patient who had expressed their gratitude for the condolence card sent from the surgery.
- 🔗 The need to progress a Patients Survey was discussed. It was agreed that content should be specific. Mary agreed to assist PM in putting the survey together.

ACTION

PM and Mary to liaise

9. Treasurer's Report

- 🔗 In Frank's absence he submitted his report by email.
- 🔗 Current account balance is £117.99.

- ☐ It was agreed that the renewal membership fee of £40 for National Association for Patient Participation (NAPP) should be paid.
- ☐ No further expenses have been incurred. Chair has funded the purchase of lanyards for PPG members and it was decided T-shirts were not necessary.
- ☐ All PPG members were requested to consider possible fundraising ideas to be considered at next meeting.

ACTIONS:

Chair to advise Treasurer to pay NAPP renewal

All PPG members to consider possible fund raising ideas

7. Any Other Business

- ☐ There is still a need to encourage patients to order medication via the on line app. Chair suggested that if there was a video clip that could demonstrate how to use the app and could be put on the PPG Facebook page, this could be helpful.
- ☐ Many patients are still unaware of the range of services offered by the surgery. It was agreed that these should be advertised via the PPG Facebook page.

ACTIONS:

a. Practice Manager to circulate Stats

b. PM to investigate possible video clip and advise Chair

c. PM to send details of services to Chair for inclusion on Facebook page

The meeting ended at 11.55am.

Date of next meeting: Tuesday, 29th November 2022 at 10.30am.