



## Minutes from Lime Tree Surgery Patient Participation Group Meeting on 9<sup>th</sup> November 2021.

**Attendees:** Participants from Findon and Goring surgeries via video link + patients joining meeting via Microsoft Teams. Meeting hosted by TM and KTY.

Item	Details	Action
<b>1.0</b>	<b>Apologies:</b> The minutes from this meeting may not be as comprehensive as previous meetings because difficulties were experienced taking notes due to poor communication between the two video suites. This should be rectified for future meetings.	
<b>2.0</b>	<b>Outstanding Actions from last meeting:</b>	
<b>2.1</b>	Diabetes meeting has not taken place yet and MG asked if this was still likely to take place. TM informed us that there were problems with staffing within the Diabetes team and TM will be reflecting on the issues and planning a meeting with PA and MG.	TM
<b>2.2</b>	KTY enquired about the updating of Staff pictures on the website, providing up to date information for the patients.  TM informed us that JE (practice IT man) is working on this at present. He also mentioned that there were some issues with staff who were not comfortable with having their picture on a website. To be further.	TM
<b>2.3</b>	KTY also enquired about the return of PPG notice boards in all three surgeries, TM informed us this was to be discussed with the continuation of Covid restrictions  <b>Post Meeting Update:</b> On the 6 <sup>th</sup> of December KTY, CB and JF met with DH to discuss PPG notice board locations. The outcome was as follows:  <b>Goring</b> – The notice board will be found on the first floor waiting room.  <b>Durrington</b> – Location of board to be either South or North wall of waiting room. SCFT have agreed to install a new tamperproof	TM/DH

<p>2.4</p> <p>3.0</p> <p>4.0</p> <p>4.1</p> <p>4.2</p>	<p>noticeboard for the PPG section.</p> <p><b>Findon</b> – Will remain at its current location just inside the entrance hall.</p> <p>All three notice boards will need PPG signage with logo which will follow in the New Year.</p> <p>A question was raised regarding the patient “Opting-out” scheme and whether patients were aware of its current status?</p> <p>TM responded that this was, at this moment, suspended and that he was awaiting further national guidance on the subject.</p> <p><b>Practice Update: Covid Restrictions, First, Second, Booster and Flu Season 2020/21 News</b></p> <p>The booster vaccination programme has made a steady start. JE is working on updating the Lime Tree Surgery website information to include Care Homes and patients over seventy’s. At time of the meeting all Durrington Health Centre clinic appointments are full and flu vaccines are being given at the same time. Staff are also using this opportunity to update and check patients’ blood pressure. TM also informed us that difficulties were being experienced regarding production and delivery of the vaccines.</p> <p>KTY added that there were changes to interval time for patients to have their booster vaccine originally 6 to 5 months, which has now been reduced nationally to 3 months following new guidelines in response to the new Covid-19 variant, Omicron.</p> <p>JF commented that he had not received any contact from LTS regarding a vaccination, TM explained the electronic system used dropped patients who had been vaccinated elsewhere so there was no replication of invites to save time and provide a much more efficient service. Patients would be called forward in order based on NHS guidelines.</p> <p>If a patient gets an NHS appointment, then they can chose to attend a choice of vaccination centre instead and these are likely to be out of town (i.e. Brighton, Chichester or further afield).</p> <p><b>Life after Covid-19 Lockdown.</b></p> <p>Notes from Discussion Meeting held on 2<sup>nd</sup> November are supplied with these minutes and include Improving Patient and Practice Communication.</p> <p><b>Saving/relaunching Walking (Strollers) &amp; Keep Fit Groups:</b></p>	<p>TM</p> <p>KTY</p>
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	<p>PL discussed how successful the walking group had been up to lockdown. There had been a strong representation from LTS and support from the GPs. Unfortunately, lockdown has had a negative impact as some of the Walk Leaders, who were essential for the group to function, have moved on.</p> <p>We needed more Walk Leaders who need to be trained, there needed sufficient Leaders for a rota willing to supply 3-4 hours a month for walks and admin, PL asked for help from the PPG as without the walk leaders there will be no walking group.</p> <p>Following an information discussion around walk leaders, KTY and PL agreed to meet up and further this discussion.</p> <p>It was agreed that we should try to keep the walking group going and that it was very beneficial to many patients.</p>	KTY/PL
4.3	<p>Unfortunately, the Keep Fit group had closed in the pandemic and was unable to continue due to loss of venue, restricted Covid rules and instructor. It would require someone to run weekly event plus arrange for an instructor.</p>	TM/KY
4.4	<p>Restarting PPG projects and Charity Fund Raising including Charity Book Club, Printer Ink Recovery Scheme and Well-being projects.</p>	
4.5	<p>Bookshelves to be refilled at Findon and location for bookshelves to be found at Goring surgery. Difficult, at the moment, re-opening Durrington bookshelves while vaccination clinics are still in operation as waiting room is used as a queuing area.</p>	
4.6	<p>KTY enquired if we could recycle practice ink cartridges. JE and TM to make enquires about ink practice usage and whether they can be recycled with our vendor. KTY agreed to pass ink jet type information on to JE.</p>	
4.7	<p><b>Wellbeing Garden Project:</b> DH informed us that a plot had been found for a market garden and TM was happy to find funds to move this project onforward. This project is aimed at patients who need some outdoor activity and/or meet others.</p> <p><b>Update:</b> A suitable plot of land on Lime Tree property has been found at Goring surgery. Next stage will be to form a small working group to develop this project.</p>	DH/TM/ KTY
4.8	<p><b>How can PPG attract younger patients to group:</b> KTY outlined that historically the PPG has always been populated by more senior patients and felt that the views of working and younger patients would benefit by having a voice on the PPG.</p>	

<p><b>4.9</b></p>	<p>There followed a discussion about the problems of including younger patients in the PPG; JF pointed out that many younger people would be unable to attend an afternoon meeting due to work or family commitments.</p> <p>It was suggested that the use of technology (i.e., MS Teams, social media, out of hours meetings) to encourage their participation may be a solution. MG pointed out why would young people be interested in the PPG and what changes would be needed to encourage their participation? Would they be willing to give up their time?</p> <p>JF made the point that younger patients are much healthier now and do not require health advise or treatment as much as those in the current PPG age group.</p> <p>KTY and TM proposed to think about modes of involvement for younger people and how to get PPG information out to the younger generation.</p> <p>TM reiterated that we had to improve the link of communication between groups of the practice. TM said that leading on from earlier meetings about communication, the practice is looking at the introduction of sub-groups from the PPG. Information to be enclosed with forthcoming agenda.</p> <p>It was muted by the group in the meeting that there was preference away from an evening meeting</p>	<p>KTY/T M/JF</p> <p>TM/KY</p>
<p><b>5.0</b></p> <p><b>5.1</b></p> <p><b>5,2</b></p>	<p><b>A.O.B.</b></p> <p>When will information posters start to appear on boards in all surgeries?</p> <p>PPG related posters will appear once boards are ready.</p> <p>How up to date is the PPG website?</p> <p>KTY thanked MG for all his hard building and getting the PPG web site up and running and maintaining it during Covid-19 crisis. The PPG web site was always a stop gap while the new practice web site was developed. The PPG would like to return to the main web site and occupy a prominent site for patients to use. TM confirmed that there is space for the PPG to be on the home page. It was decided that a small working party would be set up to migrate the PPG information across</p>	<p>TM/KY</p>

	into the practice web site. DH thanked the group.	
5.3	*Plans to move forward to AGM and for re-election of the Head Group no later than May 2022.and some new officers will be needed. This date will be all dependent on Covid-19.	
5.4	PL asked TM about a matter of policy in sharing data with Viobank, information will be passed on.	
5.5	PA commented on the problems with sound quality in the meeting but wished to inform the meeting that Dr Kirkwood would be happy to join us in a future meeting about Diabetes and this was welcomed by the group.	PL
5.6	PA commented he was looking forward to something to appear in the future treatment and management of Diabetes.	
5.7	JS enquired about the % of F2F appointments for patients with the GP. TM reported that the situation was back to the level of pre-pandemic.	
5.8	JF volunteered that he plays golf and wondered if that might be a way to connect with a younger community.	
5.9	MG enquired about the issue on national shortage of vacutainers (blood collection tubes) for blood testing. TM informed that this was now back to normal causing no problems.	
5.10	DK commented that it was exceedingly difficult to take minutes via the video link with poor sound quality and not knowing who was speaking. She wondered whether, for future meetings, it would be possible to display speakers name at time of them asking a question or making a comment? TM replied that this would be looked at for future meetings.	JE
6.0	<p><b>Date of next meeting:</b> Either 18<sup>th</sup> or 23<sup>rd</sup> of January 2022; 1-2pm</p> <p><b>Post Meeting: Due to the current Covid situation and advice from the practice the next PPG meeting will be held on-line or by phone as a Microsoft Team meeting. Agenda and date will be sent out early in the New Year.</b></p>	

Polite Note: If there are any major errors found in these notes, please feel free to contact: [chair@limetreesurgeryppg.org.uk](mailto:chair@limetreesurgeryppg.org.uk) or [secretary@limetreesurgeryppg.org](mailto:secretary@limetreesurgeryppg.org).