

Minutes for the PPG AGM and subsequent meeting
On Monday 12th October 2020 via Teams.

Present: Kathy Eke, Natasha Fulcher, John Webb, Jazmine Manning, Vicky Garratt, Wendy Stormont, J'aime xxxxxx, Shane xxxxx, Margaret Gulliver.

Apologies: Martin Mullis, Michelle Holmes, Kim Stubbins

Annual General Meeting:

Welcome

Margaret welcomed everyone to the virtual PPG AGM and meeting via Teams. She particularly welcomed two new members, J'aime and Shane. Voting then took place for the committee positions which are now as follows:

Chair: Margaret Gulliver

Vice Chair: Natasha Fulsher

Secretary: Jazmine Manning

NB: Treasurer for the coffee morning transport fund is Margaret; this fund is ring-fenced solely to pay for the tail lift bus transporting elderly or disabled patients to the coffee morning. There is a bank account for this fund, with signatories being Margaret (Chair) and Kathy Eke (Practice Manager). The account is at Lloyds.

Date of next AGM: Monday 4th October 2021

PPG meeting minutes:

1. Constitution:

There were no objections to the new constitution, and this was duly ratified. Margaret has a signed copy of the constitution which she will ask members to sign at the first actual meeting post Covid to be held at Oaklands surgery: date unknown.

- 2. PPG numbers and recruitment:** Jaz discussed making video about PPG to put on social media explaining **what the PPG is, what we do and how to join** - Margaret agreed to support with information/writing for the video.

J'aime discussed about ways of reaching other audiences who don't use social, suggested receptionists informing patients of PPG

Margaret liked the idea of the text messages directly to patients, advertising forthcoming PPG meetings and events.

3. Coffee mornings:

Promise of £1000 from Council if application is put into **Yeovil Without**, waiting to hear back - Margaret has put in application

4. Moving forward for our PPG:

Margaret suggested being fundraisers for equipment needed at surgery, not possible at present due to Covid but going forward in future. This would require some fundraising events, and the creation of a separate fund within the existing Lloyds account. Something to keep in mind as a possible way forward.

5. Patient feedback during pandemic :

Margaret said that she would be lost without **AskMyGP** and has found it really helpful during the pandemic.

Vicky explained how face to face appointments are still limited and how the surgery is taking precautions. Vicky feels that **AskMyGP** works well and feels that people like that but feels elder generation struggle with this and prefer to speak on the phone.

Kathy informed **90% positive feedback last month.**

J'aime spoke about **AskMyGP** from patients' perspective; she likes the service and feels it is overall a better system but stated that the message response does not give an accurate time frame. Kathy explained that this is an automated message but will look into changing this.

Wendy explained that she struggles to get onto **AskMyGP** at times; it can be a long process to log on

6. Changes

Dr Rafal - welcomed to team now permanent GP

Flu season - held clinics, ran out of over 65s vaccine but been given guidance of how to get hold of more which should have in November.

7. Social Media

Wendy asked if and how negative comments are dealt with on social media. Kathy reassured that social media is monitored and actions are taken if needed. Jazmine explained that she will look into changing the settings on the Facebook for any tags/mentions in comments to be approved before posting. Vicky suggested Jazmine and Antonia to contact the admin of Yeovil Real News regarding the posts in which they approve.

Next PPG meeting

Agreed 18th January 2021

POST MEETING NOTES:

1. Yeovil Town Council has confirmed the grant approved for the coffee morning transport of £1000 will be paid on recommencement of the coffee morning meetings. Yeovil Without parish council has responded to Margaret's enquiry. A new clerk took over in September and our application was accidentally overlooked. It will be considered in November at their next meeting. Current balance for transport fund is £1,149.87, which will rise to £2,149.87 when we start coffee mornings again.
2. Positive feedback from J'aime to Vicky.

Thank you to everyone for making this meeting so positive. If there is anything you would like put onto the agenda for January, please let me know.

Wishing you all a happy and healthy autumn, and a very early Merry Christmas!

Margaret