

Draft minutes of the RIVERSIDE PPG Meeting
held on Thursday, 21st September, 2023
at the surgery

1. **Attendance** Monica Stanway-Williams, Iris Marr, Deirdre Conn, Jill Clarkson, Pamela Robinson, Dr. Ada McMahon, Mel Lodge, Katie (Catherine) Byford.

2. **Apologies** Jill Farmer.

3. **Minutes of previous meeting** were unanimously approved.

4. **Matters arising**

(a) Practice boundary – proposed changes. Discussions were yet to be held by the Integrated Care Board with the Constable Country surgery in East Bergholt before finalisation; decision awaited. (b) In Touch article re incorrect rumour – it was felt necessary to obtain the information re item (a) before this article could be produced. It was suggested (DC) that an appeal for additional committee members should be included in the proposed article.

5. **Draft Colte Terms of Reference/increase in membership/time for wider discussion of topics**

(a) PR suggested that under Quorum heading, our current lay membership of minimum 3 should be retained (discussion whether “lay” should be included) as we are the smallest of the 9 surgeries in the Colte group and 6 might not be possible. (b) Whether the “Conflicts of Interest” item was necessary was queried by PR. (c) The suggested offices of Chairman, Vice-Chairman and Secretary had been adopted at the AGM as an aspiration rather than the previous Chairman, Secretary and Treasurer, to fall in line with the draft. (d) Increase in membership: see item 4b. (e) Wider discussion – had been discussed briefly last time, was discussed again and would be kept in mind when felt necessary.

JC was concerned that the PPG should be a wider organisation of other patients registered at the surgery and not just consist of the committee members. (Two sub-groups receive email information of wider NHS concerns but do not respond.) Historical information was shared of the attempts made to encourage more members with face-to-face requests, forms in the surgery, etc. Due to Data Protection matters and the size of the task, it would not be possible for the surgery to email to all patients to encourage attendance/membership/formation of a wider group, and particularly as the surgery representatives are considered as “observers” to the committee, it would not be appropriate. Nor could the committee be permitted to be given access to the patient list for the same

reason. The current meeting time was felt to be the only convenient opportunity to gather as evenings/other venues had been considered but were not suitable.

6. **Reports**

7. **Meetings attended** None

8. **News from the practice** (a) ML advised that she had stopped circulating the Friends and Family statistics but that they were still gathered from various sources including Smartphone feedback. PR pointed out that possibly 20% of the practice might not use Smartphones. Some forms to cover that eventuality would be placed in reception. There was no clamour to receive the statistics. (b) Applications for flu injections were at a good level, the "Flu Day" beginning rather earlier than usual this year. (c) On-line access to one's records would begin from the 1st November, showing information dated from the start of its launch; there were some concerns about safeguarding aspects but it was a national initiative which is to go ahead anyway. (d) The surgery website would soon be updated, in a different format.

9. **AOB** (a) Appointments – occasionally, if there is availability, one might be offered an appointment on the following day (never for a Monday). (b) It might be that a drop-in clinic will be offered at Foundry Court for Covid injections; ML would enquire and advise. (c) There is no requirement for masks presently within the NHS, but individuals can, of course, wear one if they choose. (d) Computer/iPad help can be obtained at the surgery on the first Monday of each month from 10.30 to 12.30 to access services. JC felt it was assumed that everyone has computer access but many over-65s do not, and they are therefore handicapped e.g. with the current chair-yoga classes on offer via email only. (e) DC queried if there was a maintenance programme for the surgery – reply was that it is ad hoc re decorating, etc. (f) JC wondered if matters which seem to attract a stigma – mental health, etc. could be addressed by the committee. Past meetings to cover mental health, prostate cancer, etc. had been held publicly.

10. **Date of next meeting** Confirmed as Thursday, 7th December, 1 p.m.

PR 21.9.2023