

St John's Medical Centre

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING

12 January 2021 – 11:00 a.m.

Present: Nikki Masson (Deputy Practice Manger), Elias Haddad, Jenni Cussell, Rita Smith, Judith Argyles

Apologies: Dr Mufti, Sharon Thorold, Susan McQuinn

Minutes: Tracey Cullington (Medical Secretary)

It was later learnt that Paul Gibbins had been trying to log into the meeting but had not been able to get on.

DUE TO THE COVID RESTRICTIONS THIS MEETING WAS HELD VIA ZOOM

Welcome

Nikki welcomed everyone to the meeting.

Minutes of the last meeting and Matters arising

These were read and the following points raised:

- a) posters advertising that people can join the PPG had not yet been made due to time and the fact that presently there was no foot fall in the surgery for people to see these
- b) Elias pointed out the website address had caused issues with regards the PPG email address and he had received sensitive patient information.
- c) No donations had been received as yet from the letters sent out to accountants and solicitors by Elias but we might receive something nearer year end. Elias still questioned the reason why the donation page was not allowed on the website.

It was suggested that website issues could be dealt with in agenda point 6.

Fundraising

- Tombola Stalls had raised £500 + Swimarathon £500 pledged = £1,000
- Elias had written to the Grantham Journal at the beginning of February for publicity and Reg Graves from the swimarathon is happy to present cheque to PPG at end of Feb/beginning of March for Journal picture.
- Nikki said that perhaps we could use facebook as a different platform.
- Elias said that he would like complete clarity as to why we could not have a donation page on the PPG page and Nikki said she would get this.

- Elias said that he had worked on a Crowd Funding Page and this was ready to go live if we could do this, he had spent some valuable time working on this. The page was Go Fund Me. He also mentioned cyber security and asked us to mention this to Danni.
- Nikki said that we could do a quiz. Charge £2 to enter/take a sheet from the reception area and this could be ongoing. Rita said that she had a lot of questions from previous quizzes so this was perhaps something that we could get up and running fast. Nikki to check that this would be alright to do.

PPG Leaflet

This was briefly discussed. Tracey said that she had found several mistakes within the leaflet and so this perhaps needed addressing again before it was put out live.

Website issues

Elias said that he had a few issues with regards this

- 1) Links that don't work
- 2) Font size is not consistent
- 3) On the Meetings & Newsletters page there was no link to the Newsletter. Tracey pointed out that the newsletter she produced was the St John's Surgery newsletter and not a PPG newsletter. There was a link on the surgery website which did work.
- 4) Again on the Meetings & Newsletters page could the latest minutes be put on top and could all be opened via the link as one had to be downloaded. Tracey did say that this one was an old set of minutes hence the reason they were downloaded and not linked.
- 5) Join us tab – the T was not connected to the word The

Tracey and Nikki agreed to look at the website again.

PPG Post

Elias was not happy that post had been opened. Guidelines state that the PPG are independent and therefore St John's should not be opening and looking at confidential PPG mail. Nikki said she would speak to admin regarding this. Elias said that he had sent information on how to handle the post on the 9 October 2020.

Staff Updates

- Nikki discussed that Dr Hutchinson would be leaving at the end of the week.
- The surgery were helping St Peters Hill during their problems with covid.
- Our surgery have had problems with people isolating, being sent home and working from home

AOB

- The PPG thanked all of St John's Medical Centre for all of their hard work during the covid pandemic in helping the community

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- Nikki thanked the PPG members for taking part in the meeting.
- Nikki asked if any of the members might like to take part in a meeting to share experiences with other PPG groups and Jenni said that she would in the first instance if this could be done on a rotation basis.

The next meeting will be held on Thursday 8 April at 11:00 am