

# GRIMETHORPE SURGERY

## PATIENT PARTICIPATION GROUP

Giving a voice to patients in planning the future of the practice.  
Working in partnership with the practice for the benefit of patients and the practice as a whole.



Minutes of PPG meeting 8/4/24 held at the Grimethorpe Centre

Present: Christine Dawson, Louise Gaskell, M Horbury, Terry Kaye, and Pauline Lee

For the practice: Dr J.E.C. Bennekers and Mrs Lisa Whitehead

### 1. Welcome and Introductions

- Dr Bennekers opened the meeting and informed all we had lost several numbers of the PPG since our last meeting on 2 March 2020. We lost our chair, vice chair and secretary because of ill-health and several other members, too. It was the unanimous decision of all present to recruit new members to join the group.
- The minutes of our last meeting were shared, but none could verify the validity because of the passage of time since.

### 2. Group Business

- Since we lost our chair, vice chair and secretary, we will need to elect from the members of the PPG to replace them. We agreed unanimously this election should be postponed until the next meeting when we hopefully will have recruited additional members to the PPG. Dr Bennekers will advertise for new members on social media, and we will also put posters up in the waiting area to recruit new members.
- We agreed the plan to hold monthly meetings initially until the PPG is well-established. The situation can be reviewed at that point.
- We agreed 1.5 hours seemed an appropriate duration for the meetings.
- We confirmed a quorum would be 50% + 1 as agreed in previous meetings.

### 3. Work Plan

- We discussed the best way to communicate with our current PPG members, and we agreed this would be via email. Everyone passed their email address to Dr Bennekers to communicate with them and she passed the email address for PPG purposes on to those present: [grimethorpeppg@gmail.com](mailto:grimethorpeppg@gmail.com). The preferred method of

communication may change as more members join the Patient Participation Group.

- We discussed the preferred method of updating the patients about PPG matters. This could be via newsletters, on the website and via social media, as well as by making a newsletter available in the practice.

#### 4. News from the practice

- Dr Bennekers shared that the practice is preparing for a new telephone system. All agreed this should bring improvements to accessibility. The company the practice has chosen to use is CheckComm, a family-based company, who provide 24/7/365 support where needed, unlike the current 9-5 arrangements. The system will include a possibility for call back, with live updates on the position in the queue. There will also be more options available to choose from for music and options for a menu which allows us to free up the phones. An option to give patient on the end-of-life register priority in the queue also exists. The practice is excited about the possible improvements the new system may bring.
- As one of our nursing associates is currently back at university to receive training to become a fully registered nurse, the capacity for appointments with the nursing team are currently reduced. The practice has therefore decided to no longer perform travel vaccinations. This fell under non-NHS work and the practice aims to prioritise NHS work over non-NHS work.
- We have a new salaried GP who has joined the practice from 1 April: Dr Mba. She will work 2 days a week (Monday and Wednesday).

#### 5. Any other business

- Lisa mentioned that several patients have reported that it is going around the village that the practice is closed for training every Wednesday, with questions about how much training staff could possibly need. This is incorrect information as the practice only closes one Wednesday afternoon per month. She has therefore asked if Dr Bennekers could please share this information on the website and social media and perhaps display this information in the practice too. Terry mentioned there is already a list with the dates available on our website. Dr Bennekers agreed to arrange for

this information to be shared on the website and on social media and to display this in the practice too. (which has now taken place).

- We agreed our next meeting will be on Tuesday 28 May at 1 pm at the Grimethorpe Centre and we hope we will have some additional members joining at that time.