

PPG Network Action Points

Meeting: PPG Network Zoom Meeting

Date: Wednesday 1 July 2020

Time: 1.00pm – 2.00pm

For info: This was a virtual meeting over Zoom Video Communications.

Members Present: Jon Finegold (JF) - The Burns Practice
Frank Knapton (FK) – Mexborough Health Centre
Norma Carr – Tickhill and Colliery Practice
Steve Lyons (SL) - Great North Medical Centre
John Waggitt (JW) - Field Road Surgery
Geoffrey Johnson (GJ) - Carer's Strategic Review Board

In Attendance: Natalie Bowler-Smith (NBS) – Community Engagement Officer, Healthwatch Doncaster
Jill Telford (JT) – Engagement Team Manager, Healthwatch Doncaster
Emily Green (EG) – Business Support Officer, Healthwatch Doncaster

Apologies: Peter Noble (PN) - Village Group Practice
Georgina Newman (GN) - Great North Medical Centre
Cheryl Gowland (CG) - Neighbourhood Projects Coordinator (East) - Primary Care Doncaster

	Agenda Item	Notes
1.	Welcome and Housekeeping	NBS welcomed everyone to the virtual meeting through Zoom Video Communications. Apologies accepted by members as above
2.	Review of minutes/ actions from the last meeting.	The PPG Network agreed the minutes as a true record. NBS updated on actions from the last meeting: NBS is awaiting to make contact with Rupert Suckling due to his work commitments and capacity at current times. NBS hopes to make contact in the near future. NBS is working with the Engagement Team at Healthwatch Doncaster to create a 'scheduled update', this is currently a working progress and it will be sent out to the PPG Network and other groups once completed.
3.	Dial in by Telephone	Healthwatch Doncaster team are encouraging people to attend meetings by dialling in through mobile or landline if they do not have the facilities to connect in a visual way.
4.	Practice Websites Update (Jon Finegold)	JF updated the network on his project on analysing GP practice websites across Doncaster. JF has created an excel sheet that includes a list of all GP websites and has rated each website to what information they should include. JF will share document with PPG Network once completed.

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		Action: Healthwatch Doncaster will raise awareness with their networks and groups to see if anyone would be interested to get involved.
5.	Daily Dose of Healthwatch Doncaster	NBS provided feedback from recent daily dose sessions. All sessions are slowly building. Members gave feedback on sessions attended and find them useful. There was a suggestion to have a 'raffle' and those who have attended sessions would be entered to have a chance of winning a prize. NBS to follow this up with HWD team.
6.	Reaching Out project	There was a discussion around Healthwatch's Reaching Out project. Healthwatch are starting to see an increase in referrals as more people are becoming aware. The PPG Network agreed to raise awareness of the project and inform those who may benefit.
7.	Digital appointment survey DBTH via text message	Healthwatch Doncaster are working with DBTH and want to hear patient's thoughts and their experience on digital appointments. All patients who have undertaken an appointment virtually are then contacted via text message that would link them to a survey to complete about their experience.
8.	GP survey – Digital appointments.	The PPG Network were informed that there is a survey on HWD's website for patients to complete who have undertaken a digital/ virtual appointment with their GP. GPs across Doncaster want to find out how patients feel and how they plan to move forward during the pandemic.
9.	Any other business	No any other business.
10.	Date of next meetings	Next meeting: 23 July 2020 at 1.00pm through Zoom.
11.	Close	Meeting closed at 2.00pm.