

## **Minutes of virtual PPG patient meeting held on Monday, 30 November 2020**

### **Attendees**

Steve Macaulay (Chair)  
Jack Alvarez  
Andy Glodowski  
Krystyna Glodowska  
Stephen Hill  
Ian White

### **1. Apologies for absence**

Sharon Carter and Brenda Hall sent their apologies.

### **2. Updates**

#### **2.1 Sheepcot website**

Ian White and Andy Glodowski had agreed to investigate further how the Sheepcot website might be improved. Initial contact with the web developers needed to be explored further. It was important to understand the basis for the site not working as well as it should. For example, it might be down to the web templates and their use within the surgery and also the skills of editorial control, formatting and updating. It was possible that more time needed to be devoted to the website at the surgery. These would be examined further before the next PPG practice meeting. A view was expressed that if additional money needed to be spent on the website, then this should be made available in the interests of better patient information.

It was hoped that up-to-date developments affecting the NHS locally would be speedily put up on the site. For example, a new system was about to be introduced where patients seeking an A&E appointment should ring 111 first. Steve agreed to contact the surgery to see if this had gone live and if so whether it was appropriate to flag this up on the Sheepcot website. Additional useful patient information, such as the continuing availability of face-to-face appointments where necessary, should be visible on the site.

#### **2.2 PPG incentive scheme**

A scheme had been approved by the CCG which set out best practice for PPGs to operate within their surgery. In return for meeting defined standards, GP practices were eligible for funding according to grades bronze, silver and gold. The practice had notified the PPG that Sheepcot intended to aim to reach gold by 31st March. It was agreed that Ian would put the CCG defined relevant criteria into a common spreadsheet which would allow everybody on the PPG to contribute their views of how Sheepcot was performing according to each criteria. This would be presented to the next PPG practice meeting on December 14th and used as the basis for discussion. The overall aim

should be to work together with the practice in the best interests of patients. Many felt that better patient communications were central to achieving a high standard.

### **3 Any other business**

There was no other business.

### **4. Next meeting**

The next virtual PPG practice meeting will be held at 1 pm on December 14th.  
The next virtual PPG patient meeting would be in the New Year, date to be arranged.