**Potterells Patient Group**

**Meeting Tuesday 4th October 2022**

**North Mymms Memorial Hall**

**10.30am – 12.00pm**

1. **Present:** Martin Connolly (Chair), Nigel Bain, Eric McLaughlin, Tracey Mostyn, Tricia Clough, Audrey Sparkes, Jan Allen, Maurice Gammel, Maureen Steed, Dr Ridout, Kirsty Williams. Chris Goward (Burvill) joined us for part of the meeting

**Apologies**: Pamela Davis, Chris Bewley, Pam Davis, David, and Lyn Warren

1. **Notes of meeting of 9th August 2022:**  there were no matters arising which are not on the agenda for today.

**September Newsletter;** Produced and uploaded to web site. It was felt a priority to get the newsletter out to patients and that the Potterells staff should also be copied in.

General discussion took place regarding how to get it out and it was agreed that use of Potterells message system, with a link embedded, was an option that Kirsty would look at. The difficulty was that not all who had provided the practice with mobile phone numbers had agreed to allow messages to be sent to them. Kirsty will review this, along the lines suggested by Maurice, that there should be an “opt out” option on forms signed by patients, instead of an “opt in”

QR code had been generated and had been put up in the surgery. It was decided for future reference that there needs to be an explanation to what that is, and how to enable access to it via smart phones, or on the newsletter on the same poster. Kirsty would deal with this. **Action Kirsty/Tracey**

1. **Update from Practice (Tracey)**
2. **New Patient Welcome Pack –** Nigel has not completed this outstanding work. **Action Nigel**
3. **Arden and Gem (consultants).**  Had looked at various practice functions.Progress with internal systems, including appointments, was progressing. More detailed information should be available early in the new year. **Action Tracey and Kirsty.**
4. **Planning Application:**  An application had been made to the council and the further outcome was awaited. It was agreed that Nigel would communicate this information to the local Lib-Dem councillors and that, should there be any resistance to that application, professionals should be consulted. **Action Nigel/ Follow up**
5. **Repeat prescriptions**; It was agreed that a notice be put up above the internal and external letterboxes reminding patients that prescriptions could be requested online. **Action Tracey.**
6. **Recruitment;** Tracey was still wanting to recruit receptionists. There was also a need to have a part time handy person, who could be the go-to for minor faults at the surgery. Maureen suggested someone she knew, and Tracey is to follow this up. **Action Tracey/Maureen**
7. **Jabbing;** Was going well, and two further dates were added to this year’s programme. Martin to send out details. **Action Martin**
8. **Website**

Kirsty updated us on the current situation regarding the new web site. Much work had been completed behind the scenes. Parts of the front page were ready, and once completed the new web site would be uploaded. It was suggested that before this happened, members of PPG would be shown the new site first? **Action Kirsty**

1. **Social Media**

Currently Potterells have:

Facebook account, with 200 followers

Instagram with 20 followers

Twitter, is “broadcast only”

It was suggested by Kirsty, that when we launch the web site, we also re-launch Facebook.

Consideration was to be given to subscribe to “Nextdoor.com”. **Action Kirsty**

1. **Dementia Awareness Event ( Chris Goward , Chair of Burvill, joined in the discussion):** Information about this PCN initiative had been widely circulated along with link for more information; [**https://HPCNdementia.eventbrite.co.uk**](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhpcndementia.eventbrite.co.uk%2F&data=05%7C01%7C%7C0a3cbb9deacd4c13a15008daa445f2cc%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638002917975084683%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=9CEef2k7Vus09Q8yfY3brqKUSSN4UVEEx5ZCyJ%2FocsQ%3D&reserved=0)

A General discussion took place:

* + Potterells have 45 dementia patients of which 55% didn’t have registered carers
  + There were only 11 carers that the surgery could officially text, as any others had not signed up to be contacted.
  + We have 20 dementia patients in Care homes
  + The 7.30pm start time for the Event was questioned, but it was agreed that there is no good time for Carers to attend.
  + The term “Carers” in the title was questioned, as some dementia patients were cared for by friends or family who did not see themselves as “carers”. This was not a straightforward issue but the group suggested that maybe the use of another term to describe carers, such as helpers, could be more appropriate. No decision!
  + It was also thought that perhaps the flyer and marketing could be expanded with the words “do you have interest in dementia”, which perhaps could open up the audience.

Kirsty is to send out a link to all known carers in a text. **Action Kirsty**

Of interest, Potterells had 137 listed as carers (not all dementia) and post covid, has increased to 250!

It was agreed that the Event be promoted on;

* Web site
* Face Book
* At the surgery

**Action Kirsty**

1. **Next meetings**

4 October, 6 December

Next year’s meeting dates to be agreed with Practice and sent out to committee members. **Action Martin**

5th October 2022