**MINUTES OF PPG MEETING [AGM] 22nd April 2025 VENUE: Number 65. Final**

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| **Initials** | **First Name** | **Last Name** | **Surgery** | **Apologies** |
| JA |  |  | Brockway |   |
| CB |  |  | Brockway |   |
| MC |  |  | Long Ashton |   |
| DF |  |  | Backwell |   |
| AG |  |  | Tower House |   |
| BH (SEC) |  |  | Backwell |   |
| MK |  |  | Long Ashton |  Apologies |
| TM |  |  | Brockway |   |
| VM |  |  | Tower House |   |
| PN |  |  | Tower House |   Apologies |
| SP |  |  | Long Ashton |   Apologies |
| PP |  |  |   |   Apologies |
| SPe |  |  | Backwell |  Resigned |
| AP |  |  | Tower House |   |
| ReR |  |  | Brockway |   |
| BR |  |  | Tower House |   Apologies |
| RR |  |  | Brockway |   |
| JR |  |  | Tower House |   |
| DS |  |  | Brockway |   |
| DT |  |  | Tower House |   Apologies |
| HW |  |  | Backwell |   Apologies |
| RW |  |  | Brockway |  |
| HO |  |  | Associate |   |
| GH |  |   | TMG |   |
|  Dr Beer |  |   | TMG |   |

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| 1 | **MINUTES OF PPG Meeting** **Membership and Attendance**Apologies and those not present: See list above. We welcomed GH, manager with TMGWe welcomed new member DS.We welcomed Dr TB. |
| 2 | **TMG Input**As part of the feedback on the Mental Health event held at 65 High Street, RR asked Dr Beer to add information about the context of the event and why it was important.Dr Beer leads the ‘Starting Well’ work stream at Tyntesfield which looks at improving outcomes in early years and up to age 16, working at NS level as well as locally in this area. Issues around mental health and self-harm have been made a priority. Emotionally based school avoidance is a specific issue that can affect long-term life outcomes, so this is a key focus. NS has poor provision for mental health, particularly in comparison with the Bristol area. Extra funding has been secured to support this work, channelling funds through existing services such as the Family Hub and via voluntary community projectsThe project aims to provide wellbeing events, talks, signposting to advice and support, building on a successful event held by Portishead which Dr Beer aimed to replicate here; the event at 65 High Street was part of this project. HO said that it was successful with around 35 children attending the event and a dozen parents. Using the youth group was seen as a good idea; the youth group at No65 is seen as one of the best attended groups in the area.‘Social Prescribing’ for adults is acknowledged locally as a successful model and based on this the team decided to be innovative in employing 2 people as social prescribers for young people; one of them is a youth worker and the other a secondary school teacher. Their aim is to provide support, help the young person to reconnect and get back into school. They offer personalised 1:1 contact and support engaging with mental health, counselling and educational psychology services as needed but also signposting into community activities.Referral into the service is via GPs. There was some discussion around awareness of the local provision and how there are a raft of people with whom the young person connects, such as the school, the school nurse and the family, who can signal concern and initiate support. Schools deal with the lion’s share of managing the emotional avoidance issue and form the main area of promoting awareness of the service. Truancy officers as such no longer operate and the ‘Fines’ system is more usually used to deter families from taking children out of school for holidays. Schools will be more compassionate and understanding in problem cases and strive to support parents struggling cope with a young person exhibiting emotional avoidance.There are barriers to accessing help, such as a young person not fully understanding the problem, being reluctant to engage with the school or a parent, not understanding that help is available and reluctance to be seen to admit that they need help. Dr Beer emphasised the need NOT to medicalise the problems. If a young person comes to a GP there is some legal duty to inform parents, depending on the age and maturity of the young person in question.We asked if there was any gender distribution of the issues. DR Beer said that exclusions for poor behaviour tended to be higher among boys, but that avoidance due to emotional problems was higher among girls. |
| 3 | **Minutes from previous meeting 25th March 2025 and Matters Arising** * **Recruitment poster**. VM agreed to help BH to translate the text into a useful poster for use at the Farmers Market in July. **BH to contact VM on return from holiday.**
* **Member presence in surgeries**; DF had attended the surgery from 9.00 – 11.00 and said he found it interesting. DF complimented the surgery on being calm and measured; he felt that people were generally pleased with the service provided, that there was a shaky understanding of TMG processes and little awareness of the role of the TMG.
* **Notice for BP machine at Brockway** **GH to check**
* **‘Availables’** advertising. BH and PR to progress
* **Retired & Senior Volunteer Programme**. HO would like to reinstate the RSVP project as part of the wellbeing role. **HO to progress**
* **Name Cards:** RR showed the name cards. **DT organising the name printing.**
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| 4 | **Financial Report**Total funds: £1891.70Designated funds: £1812.12 (includes the grant for the Age Without Limits event, any unspent funds to be returned)Undesignated funds: £79.19The transfer to NatWest is complete, 3 signatories make it slightly more complicated. We are still awaiting a closing balance from Lloyds.PI insurance payment has been paid. |
| 5 | **Events and Activities**Feedback from the **Youth Mental Health** session. **See above****Age Without Limits**: HO is organising on 12/6 in the Tithe Barn10.30 – 12.00 Line Dancing, 2.00 – 3.00 Barn Dancing. 12.00 – 2.00 Lunch Nailsea Community Transport is providing 2 busses for the day so that people without transport can attend.PPG members asked to attend.HO said that attendance is age dependent (>50?). The stipulation of only Nailsea residents was questioned as the PPG has a wider remit and the funding is not from NTC. **HO to check and revise** **Farmers Market Stall** in July. Requested location opposite No 65. Joint project with TMG. The objectives discussed are:* To help to cement communications with the patient population,
* Promote understanding of the breadth of the work undertaken by TMG,
* Promote awareness of the services offered and processes in place at TMG.
* Promote the work of the PPG, increasing the diversity of representation.
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| 6 | **AOB:****New Starter Pack**, BH had put together a n email to new applicants which DF felt met all the requirements. Newer members said they would have liked to have talked to someone. Agreed that we add an offer of a conversation with either the Chair, Vice Chair or secretary if required. **BH to formalise a standard e-mail. (copy below)****Student Membership: RR** suggested that to encourage membership from younger groups without impacting on the limit of PPG membership that we create a ‘Student Membership’ class. **Agreed****MC** said that she was becoming well known for her role in the PPG and regularly received compliments to pass on:* Excellent service regarding being referred for and getting a pacemaker .
* Excellent service helping with sciatic pain
* General compliments ref LA surgery

MC said that an American company had bought many medical properties and asked if TMG would be affected. GH said that all TMG property was owned by the group as freehold property.**Suggestions*** From LA: "On 2 occasions (1HCA 1Nurse) they have drawn blood in the incorrect. The order of the vacuette tubes is important to avoid erroneous results eg blue then yellow then purple. The purple tube contains potassium..so can cause falsely elevated potassium if this tube is used first. Please educate them about this. I suspect there are guidelines on the NHS website NBT/UHBW pathology websites and should be included in phlebotomy training modules too."

 Please pass on to the doctors.* + Response:Feel that this information is wrong, and that the patient is looking at out of date practices. Dr Beer was very clear that the staff are fully trained and up to date. Having followed this up, Dr Beer confirmed that other factors were more important than order of draw in giving incorrect results.
* From Brockway: Provide colouring books etc for children
	+ Response: This has been discussed before. TMG feel that childrens books etc in waiting rooms was a hygiene hazard; they were removed during Covid and will not be reintroduced. Parents should bring appropriate activities for their children.
* From TH: If there is one person on reception then they cannot cope with a long queue and should have support, particularly if check in machines were out of action
	+ Response: There is never just one person available for reception, there is a team where if one person is on the desk there are others doing other things who can be accessed for help at busy times. Admittedly more difficult at TH as the team is upstairs.
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| 8 | **NEXT MEETING**: Tuesday 27th May 2025**AT**: 7pm**MEETING LOCATION**: No 65 High Street  |

Appendix 1 New Starter e-mail

Dear

I received your application form via Tyntesfield this morning, thank you for being interested in joining us. You are now registered on our member contact list and will receive any communications that we send out.

Tyntesfield Medical Group do need to have a signed Confidentiality Agreement on file for you, please; I've attached some information about it and the document for you to sign. You can either scan it and return it to me, or drop it off at the surgery and drop me an email to let me know, whichever you prefer.

I've also sent you a list of meeting dates. These are currently all being held at 65 High Street, Nailsea which is a community resource offered at no cost by Nailsea Town Council. There is plenty of parking.

To find out more about the sort of things we are involved in, there is a lot of information on our section of the TMG website. https://www.tyntesfield.nhs.uk/patient-involvement-1

Towards the bottom of the webpage there are links to further information:



**PPG documents** include our Terms of Reference, information about the current TMG research programme, AGM documentation and the Bulletins we've been issuing on social media platforms.

You can also see a current list of members and the Friends and Family feedback results.

If you have any questions or would like a conversation with either myself, or the chairman or vice chair, please 'Reply All' to this email and we'll try to organise it.

Looking forward to meeting you.

Best wishes

Barbara Harris (secretary)

Attach:

<https://docs.google.com/document/d/1liNOHZsgFFj88u-D0Nuyf90l9lY8NM45/edit?usp=sharing&ouid=113147202296276463732&rtpof=true&sd=true>

<https://docs.google.com/document/d/1NspM7rpyDpwITNE4AJJK54AynxmGboZl/edit?usp=sharing&ouid=113147202296276463732&rtpof=true&sd=true>

<https://docs.google.com/document/d/1bYKPel_u-A0we0wQRSjWYBky60edWe6i/edit?usp=sharing&ouid=113147202296276463732&rtpof=true&sd=true>

