**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 2 June 2015**

**Action**

**CJ**

**All**

**CJ**

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**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Judith Davies

Lovemore Kamuzingeni

Pat Riley

1. **Minutes of the last meeting**

The minutes of the last meeting held on 3 March 2015 were agreed as a correct record.

**2. Matters arising**

Membership – CJ confirmed that we had a total of 7 people who had expressed an interest in being involved in the PPG. It was agreed to hold an ‘open evening’ on 23June at 6.30pm so that all could be invited to attend a more informal gathering, rather than a formal meeting. Then both parties could decide whether being a PPG member was the right way forward. CJ to invite one of the doctors to come along.

Post meeting note: unfortunately no responses were received to the invitations to attend and on follow-up telephone calls the day before (of those who could be contacted) no one was available to attend. Therefore the open evening was cancelled. To discuss at the next meeting to re-schedule for September/October time.

Open evenings (GPs) – CJ to check with LW and report back.

All other items were on the agenda/practice update.

**3. CQC update**

The CQC inspection visit had taken place on 20May 2015. CJ thanked those PPG members who were able to be present for their input on the day, which was most appreciated. CJ reported that it was felt that the visit had gone well although it would be at least a month before we received the draft report/outcome of the rating.

CJ stated that most of the feedback gleaned on the day from the visiting team had been positive. The team had acknowledged the different, but no less pressing demands of our population group.

The areas that the CQC had identified for action included:

* Development of lone working policy (the practice did not have one as only GP Partners coming in at weekends might be working on their own; no employees).
* Development of succession plan; including plans for management of workload during time of staff absence and vacancies (as at present). CQC acknowledged that we had taken relevant action, including appropriate use of locum staff.

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AB attended the presentation made by the practice to CQC as PPG representative and stated that she found this really interesting and valuable and thought it would be useful for all PPG members to hear.

It was agreed for CJ (with doctor present if possible) to do the presentation for all PPG members on Tuesday 7 July 2015, at 1.30pm and to aim to incorporate finance if possible.

**4. Practice update**

Personnel changes – CJ confirmed that Dr Jyothi Somarathi, one of our salaried GPs had now left the practice, due to re-location out of the area with her husband’s job.

In addition, Dr Helen Lever, sadly would be leaving the practice on 31 July 2015 after 12 years as GP Partner, to pursue other GP interests working with more deprived communities.

We have appointed Dr Honor Cann, who would be joining us as a GP Partner, working 7 sessions per week, starting 1 December 2015. In addition we are out to advert at present for Salaried GP(s) and will be interviewing on 22 July.

We are using 3 regular experienced locum GPs at present, Dr Shah, Dr Raj and Dr Rao.

Practice Nurse Amanda Henchliffe joined us as Practice Nurse Team Leader on 1April. Also, Marion Thorp joined us as Practice Nurse, working 24 hours a week, replacing Karen Doyle who left us a few months ago. Both Amanda and Marion have a wealth of experience in practice nursing to bring to Wellbrook. In addition we are planning to advertise for additional practice nursing hours in the near future. We are not using any locum nurses now (or very occasionally).

**5. Improvement Grant bid**

CJ confirmed that the practice had received an improvement grant for an extension to the rear of the surgery. Basically, the physiotherapy unit would move along into identical accommodation in the extension, allowing the practice to ‘knock through’ to extend surgery space into the current physiotherapy unit. There would be some re-modelling of rooms within the physiotherapy unit for this, but it would provide additional consulting room and clinical room space. It was planned that the build would start in October 2015 to be finished by the end of March 2016.

Post meeting note: start dates may be delayed due to changes in the tendering process.

A discussion on plans for the local area took place. IB explained that local developers had suggested that they may build a surgery in Etwall. CJ reiterated that a surgery in Etwall was not viable and would not receive support of the Area Team or CCG in the current climate.

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**6. Derbyshire Healthcare Foundation Trust: patient engagement**

An invitation had been received from the Derbyshire Healthcare Foundation Trust for those at the Trust to work with the PPG to gain opinions and involvement in the provision of their services. It was agreed not to proceed with this at present, due to small numbers, but to keep on file for future reference.

**7. NHS Choices comments**

It was noted that the recent comments posted on NHS Choices had been copied to PPG members and we would aim to do this in future.

**8. Any other business**

AB raised a complaint made to her by a patient who alleged that one of the Receptionists had told him, when he was complaining, that if he wasn’t happy then he could register at another practice. CJ stated that we could not discuss individual complaints at PPG and that the patient would be advised to take up their concerns directly with the practice and we would be happy to look into it. She explained that it was difficult to respond to this without understanding the context and detail of the circumstances. However, if a patient is so unhappy with all aspects of the service provided at Wellbrook it may not be unreasonable to remind them that they do have a choice. We do record all phone calls for training and monitoring purposes, so in this instance could check back. Usually, patients reports a positive experience here compared with other practices.

**9. Date and time of next meeting**

7July 2015, 1.30pm – Presentation/discussion of presentation only

22 September 2015, 1.30pm – PPG meeting

PMs/CJ/PPG/Meetings/02.06.15.doc/29.06.15