**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 03 March 2015**

**Action**

**LW**

**CJ**

**LW**

**CJ**

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**Present:**

Laura Webster (Chair)

Ann Bennett

Ian Bennett

Judith Davies

Lovemore Kamuzingeni

Pat Riley

1. **Apologies**

Cathy Jones

1. **Minutes of the last meeting**

The minutes of the last meeting held on 14 December 2014 were agreed as a correct record.

1. **Matters arising**

Membership – CJ has arranged for PPG flyer/information to be included in the information given to all new patients at registration. LW confirmed that it had been agreed that the surgery would be able to attend the carers coffee mornings if a wider patient opinion was needed. AB & JD confirmed they were happy to help with carers meeting if necessary and had offered this previously to Derbyshire Carers Association. LW will email to offer this help again. It was agreed to advertise to patients on the website and Facebook page, and in the next newsletter, that the carers coffee mornings would now be taking place on a monthly basis.

Contract changes – To be carried forward. CJ would summarise for the PPG at a future meeting.

Flu clinics – LW confirmed that uptake had been excellent this year and the surgery had needed to order additional vaccine to cope with the demand. LW confirmed that the surgery planned to confirm dates for the Sept/Oct clinics in April and were looking at holding the clinics over a 2 week period.

NHS Choices Reviews – It was agreed that any reviews received by the practice can be forwarded on to the PPG members with the agenda prior to the meetings.

Patient Engagement with Derby Hospitals NHS Foundation Trust – To be carried forward to the next meeting

1. **Practice Update**

LW informed the group that Dr Clive Aiton had left the partnership at the end of January. This was a mutual decision and Dr Aiton had relocated back to Manchester to do locum GP work. The surgery is currently advertising for a replacement and had decided to add an additional doctor session to provide more GP appointments.

**Action**

**LW**

LW advised that we are covering GP absence with Dr Shah and Dr Ruddle and are currently trying to confirm a third medium term locum. LW confirmed that the surgery was trying to keep the locums as stable as possible for patient continuity.

LW confirmed that Jackie Moore was leaving the practice on 11th March and her replacement, Amanda Henchliffe, starts at the practice on 1st April. Amanda brings a wealth of experience and is going to be training in anticoagulation as soon as possible.

LW confirmed that Karen Doyle would also be leaving the practice nursing team at the end of March and that the practice was currently advertising for a replacement. The practice has decided to increase the nursing provision by 18hrs per week so we are currently advertising for 2 x 24hr practice nursing posts.

1. **Patient Participation Enhanced Service**

AB & IB had attended the PPG meeting organised by Claire Haynes to bring local PPGs together. IB & AB both found the meeting very helpful and found it useful to meet PPG members from other surgeries. AB & IB provided feedback on a numbers of the issues/comments raised at the meeting:

Fundraising - It was found that a lot of the PPGs focused on fundraising for the surgery. Our PPG members felt that this was not part of the PPG role.

Comments Box - Some PPGs had a PPG comments box where patients could suggest items to be discussed at the next PPG meeting (not personal or medical). The PPG would decide what items were relevant for PPG discussion and felt that themes could be easily seen.

DNAs – It was felt that if a monetary value could be placed on DNAs then this may have a stronger message to patients e.g. “20hrs of GP time was lost last month, this would equate to the cost of a BP machine”. JD advised that she would like to see praise for patients who did attend all of their appointments.

Open Evenings – Other PPGs had organised open evenings where GPs had provided talks on conditions such as diabetes or heart disease or something that the practice felt was important. It was felt that this might be helpful and LW agreed to see whether the GPs had any appetite for this.

Minutes – It was advised that PPG meetings did not have to have formal minutes taken of every meeting. Claire Haynes advised that it was important to have a PPG but also that they could be run in a way that suited each individual PPG. The PPG members all agreed that they found the minutes helpful to remember the detail of what had been discussed previously. LK thought that having minutes of previous meetings would be beneficial to any new members to catch up on previous topics.

LW advised that the practice was going to start preparing the action plan for the following year. Due to the tight deadline, it was agreed that LW/HM would put the action plan together and email it out to the PPG members for any comments or suggestions. The action plan needed to be agreed and promoted prior to 31st March 2015.

LW advised that the practice plan would include increasing doctor provision by 1 session per week plus increasing nursing provision by 18hrs per week.

LW also advised that the doctors were proposing a change to the Sit & Wait clinic that currently runs every morning. LW advised that the GPs were finding the workload of the Sit & Wait clinic increasingly difficult. LW explained that the doctors were seeing patients until 1.00pm then completing home visits leaving reduced time for admin before starting surgery again at 3.30pm. The practice felt that something had to be done to reduce the number of patients seen in the Sit & Wait clinic. LW advised that from 1st April the practice was proposing that any patients seen at the 11.30 Sit & Wait slots were to be ‘medically urgent’ for that day (as advised by the patient). Any additional patients who advised their problem was medically urgent would be placed on a triage list and the Duty Dr for the day would call and assess their need over the telephone. They could then be brought down to the Sit & Wait clinic at 12pm if necessary.

It was agreed that the practice would start advertising this change to patients on the website, Facebook page, via the practice newsletter and via posters in the waiting room.

1. **FFT Update**

LW circulated the latest Family & Friends Test comments. It was noted that the majority of the comments were positive and that this had a really positive effect on the staff at the practice. It was noted that the number of comments received was reducing but PPG members agreed this was inevitable as it was an ongoing project.

1. **Improvement Grant Bid**

LW advised that the practice had been invited to put in a bid for monies to further extend the surgery into the existing physiotherapy building. A second storey extension would be built to house the current physiotherapy business. This would provide an additional 5 consulting rooms for use by the practice in readiness for the increase in patients due to planned housing projects in the area. It was not known when the practice would have confirmation if the bid had been successful.

1. **Patient engagement with the Derby Hospitals NHS Foundation Trust**

As above, it was agreed to carry this agenda item forward to the next meeting.

1. **Any other business**

Future meetings – LW advised that the practice would liaise with CJ on her return over dates for future meetings and email a list of potential dates to the PPG members for agreement. It was agreed that Tuesday afternoons seemed to work well for everyone and a proposal was put forward for meeting on the first or second Tuesday bi-monthly with an option to miss a meeting during peak holiday time in July/August.

New members – LW advised that the practice had received some interest from potential new PPG members. It was agreed that members who would improve the diversity of the PPG would be invited to the next meeting (once dates had been agreed).