**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 10 December 2014**

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**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Judith Davies

Pat Riley

1. **Minutes of the last meeting**

The minutes of the last meeting held on 30 September 2014 were agreed as a correct record, except for the following: paragraph on flu clinics, should read ‘PPG members agreed to help…’ not ‘PPG member.’

1. **Matters arising**

Membership – CJ confirmed she has chased John Port School again but had not yet received any response, so agreed we could do no more at this time.

Post meeting note: John Port had since responded to say that no pupils had expressed an interest in joining the group although the Assistant Head Teacher had said he would re-circulate after mock exams at the end of January and would let us know if anyone came forward.

CJ to introduce PPG flyer/information at registration for new patients to encourage interest in either the PPG or email forum.

Contract changes – CJ confirmed that contract changes had now been finalised; there was the requirements of the national GP contract as well as local commissioned services (LCSF). CJ would summarise for the PPG at a future meeting.

CVD checks – CJ confirmed that training had now been organised for our HCA in January and then we would re-start the provision of CVD checks after this.

Family and Friends Test (FFT) – CJ confirmed that the FFT was up and running now (from 1 December) and we had generally received very positive feedback so far.

Flu clinics – had gone well and CJ thanked PPG members for their help with the clinics which had been most appreciated. IB queried whether uptake had been affected by all the clinics being scheduled in the same week, compared to previous years, when they were generally in different weeks. CJ agreed to check this.

1. **PPG DES**

No further update at this time.

1. **Carers’ meeting**

AB had attended the last Carers’ meeting and explained there had been concern and upset regarding the closure of the Swadlincote offices (moving to Ripley) and the potential impact on the Carers, on coffee mornings, etc. There was some discussion around the possibility of monthly meetings at the practice and/or appointments for patients to see advisors at the practice for advice, support, etc. CJ stated that we would support the Carers as far as possible and asked AB to encourage them to make direct contact with the practice, via CJ/HM if they had a specific request.

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The PPG members were supportive of any initiative to help Carers and offered to help practically at the surgery if that might be useful, doing reception of patients, providing support, making drinks, etc. CJ asked that any contact come through to the Practice Managers in the first instance.

1. **DNAs**

CJ explained that the practice had firmed up its policy on those patients who DNA their appointments and in particular the persistent offenders. Patients would be removed from the list if they continued to DNA and to ignore ‘warning’ letters. A small number had already been removed. CJ confirmed that (unlike dentists) unfortunately, under NHS rules, we were unable to charge patients for failing to attend their appointments.

1. **NHS Choices**

CJ shared comments from the above website with PPG members. Following discussion it was agreed it would be useful for CJ to bring any future NHS Choices comments to the meetings.

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

A letter received from the above asked for comments from PPGs about ‘opening up’ communication between PPGs and the Trust. It was noted that of the 3 suggested options given by the Trust, although all were considered quite useful, only one, a quarterly forum for PPG reps to attend, actually gave the opportunity for PPGs to have an input. (PPG members felt this format had worked well for the Health Forum organised by Claire Haynes). The other two options were a newsletter to PPGs or copies of monthly minutes of the Patient Experience & Engagement Group (PEEG). It was also not clear from the correspondence whether they were looking for members and really wanted to involve patients directly. CJ to feedback/query.

1. **Practice Update**

Maternity locum doctor - CJ confirmed that Dr Sue Ruddle was doing 4 sessions per week locum cover to cover the maternity absence of Dr Carson, starting in December, through until April 2015. We would be looking to find another locum GP for the period April to September when Dr Carson was due to return.

Post meeting note: Dr Ruddle has agreed to extend her locum cover for the whole maternity period.

Premises developments – CJ explained that we had recently been approached about providing general medical services to a new 60-bed Care Home and 52 residential properties planned in the Etwall area. We had explained to the developers that we were unable to provide medical cover unless additional funding or provision was made to support additional doctor hours. We discussed the difficulties in securing any entitlement to Section 106 monies (monies set aside by developers to help support the provision of community services, etc). IB enquired as to whether we would object to the development; CJ confirmed that this was likely if we became aware of a planning request. IB also expressed concern about developments in marshy/flood risk areas.

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Meeting with Claire Haynes – bringing PPGs together

Correspondence had been received from CH about a proposed meeting to bring together PPG members and to encourage discussion/communication between them. IB and/or AB hoped to attend. It was felt that Derby would be a better venue than Belper or Swadlincote. CJ to respond accordingly.

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