**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 19 April 2016, 1.30pm**

**Action**

**CJ**

**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Lovemore Kamuzingeni

Pat Riley

**Apologies for absence:**

Judith Davies

**In attendance:**

Dr Jonathan Marsden – part meeting

Janet Charity

1. **Minutes of the last meeting**

The minutes of the last meeting held on 26 January 2016 were agreed as a correct record.

1. **Matters arising**

Premises development – CJ confirmed that the project was running to schedule and we were on target for completion in July 2016. We noted that car parking had been very tight, especially in the mornings, but had been manageable and we had had no complaints.

CJ understood that the new dental practice was due to open in May/June, but was nothing to do directly with the Medical Centre, it was a private dentists, though very keen to make links with the surgery and the local community.

Blood test letters - CJ to follow this up from last time in relation to abbreviations used in patient letters.

Timing of telephone consultations – CJ explained that she had taken this back for further discussion, but although the doctors recognised that it was not an ideal system it was felt that we could not improve upon it; that actually we provided a service which many other practices did not. We encouraged patients not to stay in for a call; they could give us a mobile number and if they indicated times that were difficult/not suitable then as far as possible the doctor would aim to avoid these times.

IB was unhappy that the practice could not offer any improvement to the current system and felt it was not fair to patients not to be able to offer any indication of time.

Dr Jonathan Marsden joined the meeting part-way through and joined the discussion on this topic. In the light of the strength of opinion he agreed to take this back to the GP Partners once again for further discussion.

**Action**

**JM**

**CJ**

**CJ**

JC queried whether telephone consultations could be offered for nurses and could be offered on-line as an appointment slot. It was explained that telephone appointments could not be booked on line at present, although this was something we would look into again if the technology allowed. JM explained that we did offer telephone call backs by the nurses if required, or for follow up in certain situations; this would be organised as required by the PA team.

1. **Practice Update**

Dr Honor Cann

It was with regret that CJ informed the PPG that Dr Cann had left the practice in mid March following serious illness and a change in her personal circumstances. CJ explained that there had not been any issue for her in working at the practice and she had been sad to leave.

CJ explained that we had re-advertised for two new GP posts and would be holding interviews in May. CJ confirmed that Dr Sue Ruddle had kindly agreed to stay on in a locum capacity until we had recruited.

The PPG wished to check whether patients for whom Dr Honor Cann was a named GP had been notified. CJ explained that this had not been done formally, but that patients would be advised opportunistically at their future contacts with the practice.

Nurse changes

CJ explained that Marion, one of our Practice Nurses would be retiring in September, so we were also planning to recruit someone to fill this post.

PPG representative for Clinical Commissioning Group (CCG) forum

CJ confirmed that Ann Bennett had kindly volunteered to be a member of a new CCG group who planned to work with local PPGs in the area. The CCG wanted to offer support to PPGs in the following ways: training and development through the voluntary sector; regular communication mirroring what’s already shared with practices and information and opportunities to get involved.

CJ to put forward AB’s name to the CCG.

1. **Adult Hearing loss services**

CJ explained that we had had contact from the Adult Hearing Loss service about providing an educational session for PPG members (as well as separately for the practice team). A local Audiologist would visit the practice and talk about the daunting world of hearing loss. This would include information on hearing aids, the links between hearing loss and depression, on dementia, referral options, etc. There would also be an opportunity for Q & A. All present thought this would be really useful to arrange for one lunchtime.

**Action**

**CJ**

**CJ**

**CJ**

**CJ**

CJ suggested that we approach Willington Surgery PPG to see whether they were interested for us to organise a joint session, so that we had larger numbers in attendance for such an event. The PPG also suggested making contact with the Carers’ Association/Group to see if they wished to join the session.

1. **Liaison with other PPGs**

CJ explained that we had had various contacts (see below) wishing to speak to PPG members. It was felt that if we could combine with the Willington PPG (or other local PPGs) as above, this would mean a larger group making it more worthwhile for an external visitor to attend. It would also be a useful opportunity to meet other PPG members.

CJ explained that we had had contact from the local Citzens’ Advice Bureau offering to visit to talk to PPG members about the services the CAB has to offer.

We had also had contact from the local research network offering to do something similar, to explain the work that they do, including the clinical trials organised locally and offered to qualifying patients. CJ explained that as a practice we participate in carefully chosen trials where we consider that they will have likely benefits to our patients. Patients are often quite keen to get involved and enjoy the benefits of extra input and monitoring as part of the trial.

PPG members thought both talks would be interesting and useful. CJ to follow up with Willington Surgery and see if we could organise something jointly in due course.

1. **Attendance by prospective new members**

Janet Charity attended the meeting today as a prospective new member and expressed a keen interest in being involved. Janet was welcomed to join the next meeting with a view to confirming her future membership of the PPG.

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

Tuesday 21 June 2016, 1.30pm.

CJ/PPG/Meetings/PPG 26.01.16.doc/07.06.16