**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 20 May 2014**

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**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Martin Cocker

Judith Davies

Pat Riley

Dr Helen Lever joined for part of the meeting.

1. **Minutes of the last meeting**

The minutes of the last meeting held on 18 March 2014 were agreed as a correct record.

**2. Matters arising**

Membership - Cathy confirmed that Dave Williams had resigned from the PPG as he had now moved out of the practice area. Martin explained that he was in the process of moving to Mickleover and asked Cathy if this required him to leave the practice list. Cathy explained that Mickleover was no longer within our practice area and confirmed this would unfortunately be necessary. Martin to confirm when/if he moved and this would therefore mean he would be leaving the PPG.

Cathy still to do letters to PTA and/or Board of Governors of local schools to invite interest in membership; also to John Port re 6th form student representative for PPG.

Pat confirmed that she had raised PPG membership at the Egginton Parish Council meeting and local Church group but had no interest.

Jargon and NHS abbreviations – Ann passed a list of NHS abbreviations to all.

Derby Health Forum – Ian and Ann had attended the Derby Health forum event on 16th April on behalf of the PPG and found it was interesting and useful. They confirmed that the view was that most PPGs were struggling with similar issues with regard to attracting members.

**3. Practice update**

Cathy confirmed the following:

* Dr Clive Aiton, who was to be a new GP Partner at Wellbrook, had started at the practice on 1st May.
* Nursing team currently stable; Helena Jacobs, Band 6 Nurse on maternity leave and not due back until May 2015, but we had maternity cover by Zoe Brown for this period.
* We have appointed a new Health Care Assistant, Natalie Charlesworth who is due to start on 23 June.

**4. Future input to PPG meetings**

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Cathy to ask Dr Aiton if he would like to attend either the July or September meetings to meet the PPG.

The PPG felt it would be useful to invite attendance from other members of the practice team, including Senior Nurse, Reception Manager and Assistant Practice Manager. This would help them develop a better understanding of the different roles and responsibilities within the surgery and the overall functioning of the business. Cathy to arrange for future meetings.

The Group also thought it would be useful, as previously mentioned, if Cathy could give an overview of the new GP Contract and explain how the practice is funded. CJ to do at July or September meeting.

**5. CQC Update/Visit**

Cathy explained that we had obtained CQC registration to provide general medical services and were awaiting our first CQC inspection (CQC was, to a GP surgery, like the equivalent of Ofsted to schools), which was expected before 31 March 2015. The practice is not expecting any particular problems from the visit and is now fully compliant in all areas, having completed a significant amount of work over the last 12 – 18 months. The practice has made significant capital investment over the last year, including new flooring in clinical rooms, new (wipe clean) chairs for the Waiting Rooms and clinical rooms, new sinks/taps in some rooms, etc.

Cathy explained that CQC are keen to obtain patient opinion and feedback and will ask to speak to members of the PPG as well as to patients who are in the surgery at the time of the visit. All members of the PPG agreed to participate and speak to CQC visitors if required.

Ann suggested that the PPG might be able to help and to see how patients might respond to CQC by speaking to patients in the Waiting Room themselves, ahead of any visit. This was agreed as a good idea, with the PPG being seen as independent of the practice. Ann to put together some ideas for areas to ask about/questions to pass to Cathy for comment.

Cathy to check if we still had PPG name badges and to organise to order a small supply if not.

The PPG thought this was an area they could help out with generally, in terms of raising patient awareness and providing feedback, possibly giving out hand-outs/information. To discuss further.

**6. Any other business**

Appointment system

Pat asked if we might consider a short article explaining the appointment system to patients as a reminder; possibly using our frequently asked questions. CJ to consider for future newsletter.

There was further discussion on the appointment system. Generally PPG members felt that most difficulties arose for patients wanting to book ahead as appointments were limited, but there was no issues for patients being seen ‘on the day.’ Cathy explained that doctors will book in patients where it is important to bring them back for review to see the same doctor and within a certain timescale.

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DNAs

The number of DNAs (do not attends) continued to be high and had peaked last month, totalling the equivalent of 28 hours of wasted appointment time. This was contributing to the difficulties in getting appointments especially when patients who DNA then re-book. The PPG felt that the practice should consider charging for missed appointments, but Cathy explained this is not permitted under NHS rules. Cathy explained that she was shortly to be updating the DNA Policy and reviewing the letters that were sent out to patients, planning to tighten up on our practice and follow through with removing persistent offenders from the list.

The PPG suggested we add a reminder on the Jayex board and above the self check-in desk for patients to supply their mobile numbers (or update their mobile numbers if appropriate) to ensure text reminders were sent to patients where possible as that was thought to be a good system. Cathy to look into this.

Consultation on Walk-In Centre at Swadlincote

Ann explained she was attending the consultation event tomorrow (21 May) and invited comments. The Walk-In Centres were considered useful, although there was concern there was nothing local to our area.

Concern was expressed generally at ‘paying lip service’ to consultation and not publicising well or allowing enough time, e.g. the recent Choose Well Survey which only gave 4 working days (in a Bank Holiday week) for responses.

PPG Publicity

Cathy passed round copies of a publicity document on the PPG we have now added to the website and placed on the PPG notice board. The group asked for a personal electronic copy – Cathy to organise.

Willington PPG

Discussion had taken place informally with members of the Willington PPG. Apparently the group had been confused by recent publicity undertaken by Willington Surgery in terms of advertising for new patients. It was felt that now was not a good time to consider collaborative working with the Willington PPG and the group was not very active at present.

Carers’ Association Coffee Morning

Cathy extended an invite from the Carers’ Association to PPG members to attend the next Carers’ Association coffee morning on 13th June, as part of National Carers’ Week. Judith stated that she hoped to attend.

NHS England Patient and Information Directorate Open House Day – Leicester

17 June 2014

Cathy extended an invitation to the above event organised by NHS England as an opportunity for patients and the public “to influence the work of NHS England and…hear about and influence…national programmes such as care.data.” Events were being held across different venues nationally. No one was keen to attend with the nearest venue being Leicester.

Health Watch Derbyshire

Cathy explained the role of the above organisation which has a role in making sure the views and experiences of people using health and social care services are heard and where necessary organisations are held to account. Health Watch can conduct Enter and View visits at practices to see how services are being run and obtain the views of patients. Cathy stated that Wellbrook had received no direct contact from Health Watch to date.

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

Tuesday 29 July 2014, at 1.00pm

Cj/PMs/PPG/Meetings/20.05.14.docx/03.06.14