**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 22 November**

**Present:**

Cathy Jones (Chair)

Margaret Adams

Judith Davies

Ann Bennett

Ian Bennett

Pat Riley

Dr Jonathan Marsden (part)

**Apologies**

Lovemore Kamuzingeni

Georgie Goss

**PPG**

**CJ**

**CJ**

Hannah Edwards

Philip Jones

1. **Minutes of the last meeting**

The minutes of the last meeting held on 19 September 2017 were agreed as a correct record. Special thanks to Hannah for preparing these.

1. **Discussion with Dr Marsden**

The PPG took the opportunity to discuss current pressures on the practice and on the NHS generally with Dr Marsden. There was discussion on the planned merger of the Royal Derby Hospital and Queen’s Hospital, Burton, which was viewed as a positive development by the practice.

1. **Matters arising**

PPG constitution – the revised document was agreed and signed off.

Hubs – CJ reported that the extended access appointments at the hub were working well and patients generally appreciated the option for an evening or weekend appointment. See update below re: Wellbrook hub.

Appointments – Pat reported that the loss of the bus service to Egginton and Etwall had affected people badly, including those attending appointments. She said people were helping each other out where possible.

Flu – CJ reported that the flu clinics had gone well with good uptake, up on last year; we were ordering in more vaccines. Most patients preferred the appointment based system to the ‘drop in’ clinics done previously.

Car park – CJ had contacted South Derbyshire District Council to express concerns about safety at the entrance/exit of the Medical Centre onto Welland Road. SDDC had logged this as a report and would be sending an Inspector to look at this in due course. CJ would report back on any further information. **(CJ)**

1. **Practice Update**

Staffing update

CJ confirmed the recruitment of Dr Lucy Follis, Salaried GP who would be working 6 sessions per week, Mondays, Tuesdays and Thursdays, starting with us on Monday 11th December.

This would bring us up to almost full GP capacity. We were still hoping to trial short term Advanced Clinical Practitioner input, as part of a winter pressures initiative, but were waiting for confirmation of this.

Sunday Hub

CJ was pleased to confirm that Wellbrook had been approved to ‘host’ the Sunday hub for the Derby City South Healthcare Place. This would commence on Sunday 26 November and initially would offer pre-bookable ‘acute’ or semi-acute’ appointments from 9.30am – 12.30pm. Appointments to be booked via Reception/appointments line . This was to be publicised in the usual way plus CJ to consider putting something in the Etwall Express and Hilton Directory.

Medicines Order Line (MOL)

CJ explained that the practice was participating in a local initiative to offer a Medicines Order Line for repeat prescriptions. This would enable patients to request repeat medication on the telephone via a separate MOL hub (call centre). MOL staff would be appropriately trained; prescriptions would still require electronic authorisation by the GP but would save time in practice.

The PPG felt that this would be a positive initiative, though hoped it would be able to continue after the pilot, bearing in mind the practice did not have the facility for telephone ordering.

MOL to commence in April 2018 at the latest.

1. **Survey for patients**

CJ had finalised the short PPG survey. It was agreed that the PPG would do this with patients in the Waiting Room in mid/late January. CJ to confirm dates and times in the New Year. It was suggested the survey could be ‘advertised’ on the TV screen in the Waiting Room. **(CJ)**

1. **National GP Patient Survey**

CJ had previously distributed the results of the National GP survey conducted for Wellbrook. The group felt the results were very good overall. CJ to send out the link again. **(CJ)**

Post meeting note: a summary of the results has now been distributed to the PPG, email forum and on the PPG noticeboard; also on the website.

1. **Publicity for PPG**

CJ discussed how the PPG members wanted patients to contact them. It was no longer thought appropriate to put addresses, telephone numbers or personal emails on the practice website. It was agreed to look at setting up a generic (Gmail or similar) email account on behalf of the PPG. CJ to action. **(CJ)**

It was also felt that a PPG ‘post box’ for patients to post comments in in the practice would be useful. CJ to see if we had anything appropriate in the practice and consider where this could be located.

1. **Any other business**

CJ asked the PPG whether they would be interested in hosting any social/coffee/café/book club facility at the practice, as this had been noted as a feature of excellence at another practice inspected by CQC. The idea was to aim to bring people together, help improve social isolation, etc. The PPG felt that this was not their core purpose and they did not think that there was not the space to accommodate this at Wellbrook. They felt it would be difficult to organise as a small group. They concluded that if there was a strong view from the practice that this would be of benefit then could they better understand the reasons behind it and then it could perhaps be discussed again.

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

Wednesday, 31st January 2018, 2pm.

CJ/PPG/Meetings/PPG/2017/Meetings/22.11.17