**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 29 November 2016, 1.30pm**

**Action**

**AB**

**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Judith Davies

Pat Riley

Margaret Adams

**Apologies for absence**

Lovemore Kamuzingeni

**In attendance (part):**

Dr Sarah Smith

1. **Minutes of the last meeting**

The minutes of the last meeting held on 20 September 2016 were agreed as a correct record, with the correction to record that Judith Davies had attended this meeting.

**CJ**

**CJ**

**PPG**

**PPG**

**CJ**

**CJ**

1. **Matters arising**

Timing of telephone consultations – CJ agreed to look again at the wording of the SMS message with the Reception Manager, though noted that the appointment time was automatically generated by SystmOne.

Adult Hearing loss services – not heard back from Chair at Willington Surgery PPG despite follow up. CJ to see if we can now organise and to invite Carers’ Association/Group if they wished to join the session when organised. PPG to invite any other local groups once date confirmed.

CCG forum – AB and IB had attended on behalf of the PPG, but felt this was not a useful event and a waste of NHS money. The changes to the minor injuries service had been discussed; that this was now to be offered across the CCG. CJ explained that the changes to this service removed funding from the practice for providing the same service.

Premises – CJ confirmed that the extension was fully operational and working well. A ‘Way Out’ notice was requested where the new corridor joins the old. The PPG expressed some concern about the narrow width of the corridor for those in wheelchairs, etc. CJ explained that she had raised this, but there had been limitations due to the existing construction. No real problems had been experienced with regard to the ‘travel’ distance between the waiting room and the rooms here; clinical staff were using the time to review patient notes and prepare for procedures, etc.

New flooring had now been fitted throughout the corridor areas of the practice.

**CJ**

**CJ/PPG**

**CJ**

Car park lighting had now been repaired.

Flu clinics – CJ to provide information on uptake (last 5 years if possible) at the next meeting.

Adult care information – CJ to re-send the original email on this, which included links, video, PowerPoint presentation, etc. PPG to consider passing this information on further to local groups in the area.

1. **Practice Update**

Triage system changes

CJ explained that we had introduced a change to the triage system from 21 November 2016, limiting the triage times between 8am and 11.00am and 2.30pm – 4.30pm. This was because the doctors were finding the volume of calls, sometimes 70 – 80 per day for the duty doctor, was becoming unmanageable. Calls were coming in constantly, even when the GPs were out of the surgery, or late in the day. It was difficult to establish which ones were more important due to the volume, with many patients ringing with very minor problems. CJ explained that patients with chest pain, bleeding or breathing difficulties would be triaged at any time by the duty doctor. CJ explained that the number of appointments was not affected.

Staffing changes

CJ reported that ACP Angela Disney had now left at the end of her 12-month contract. Although the post had worked well it had been decided to recruit a GP to replace her.

Dr Sue Ruddle was going to continue at the practice as an Associate GP, working a regular 3 sessions per week from 1st January; all day Monday and Tuesday afternoons, as well as providing services for the fitting of coils.

We were currently advertising for a 4-session GP vacancy; CJ explained that there were a large number of GP vacancies across the area due to the difficulties in recruiting GPs at present.

Practice Pharmacist

CJ confirmed that Amandeep Gahunia, had now started as a practice pharmacist, working half-time at Wellbrook and half-time at Ashbourne Medical Centre. CJ to invite him to come along to a future meeting to introduce himself and talk about his role.

MP response

CJ explained that we had received a response from Heather Wheeler MP with regard to GP funding weighting. Heather Moore, had raised concerns on behalf of the practice, following a patient complaint, that we were adversely affected by the current ‘Carr-Hill’ formula. Heather Wheeler responded that “in relation to Wellbrook Medical Centre, it is recognised that, under the current formula arrangements, the weighting of the patient list is significantly lower than the population head count.” In other words we are funded for significantly less patients than the average practice; at around 80% of our patients. Heather Wheeler explained that the Carr-Hill formula was being reviewed nationally due to the nature of changes in general practice/population pressures, but this would not be before April 2018.

Pharmacy First

CJ explained that the Pharmacy First scheme had been re-launched by the CCG. If you qualify for free prescriptions you could receive free treatment from your local participating community pharmacist for the following conditions without having to see your GP:

* Athlete’s foot
* Bacterial conjunctivitis
* Constipation

**CJ**

* Dental pain
* Diarrhoea
* Earache
* Haemorrhoids
* Hay fever
* Head lice
* Insect bites/stings
* Sore throat
* Teething
* Temperature/fever
* Threadworms
* Thrush

Below is a link to information on the scheme:

<http://nhsstaywellderbyshire.co.uk/services/pharmacy/>

The PPG discussed the pressure on the practice of dealing with minor illness. It was recognised that this was a national problem and patients were encouraged to visit their local Pharmacy, adopt self-help before contacting the surgery for minor illness conditions.

1. **PPG self-assessment**

The CCG had asked local PPGs to complete a self-assessment to help identify possible development needs for PPGs and to learn from best experience. It was agreed that the PPG would meet separately to do this and submit it to Claire Haynes as requested.

IB and AB had attended a Willington PPG meeting. CJ to scan and email out information to all from this to help the self-assessment.

Post meeting note: this was submitted in early December. To be discussed at the next meeting.

1. **Joined Up Care Derbyshire**

**PPG**

**CJ**

**CJ**

**CJ**

CJ distributed information received for the PPG from the CCG in relation to the above. This is an initiative designed to help health and social care organisations and professionals work better together to provide high quality, safe services to all.

Link for further information: [www.southernderbyshireccg.nhs.uk/joinedupcarederbyshire](http://www.southernderbyshireccg.nhs.uk/joinedupcarederbyshire)

1. **Any other business**

PPG membership: it was agreed that we organise another promotion to try to increase PPG members up to a maximum of 10. CJ confirmed that we continued to provide information/invite interest from all newly registered patients, both to the PPG as well as the email forum. The PPG to consider setting up a ‘stand’/desk in the Waiting Room as was done before to promote the group and potentially to attract new members.

The PPG thought it would be useful for them to conduct a survey on behalf of the practice, in Spring 2017. CJ/practice to consider the content/questions that we might wish to ask.

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

Originally: Tuesday 31 January 2017, 1.30pm.

Post-meeting note: this meeting did not go ahead in usual format. An informal meeting was held, key action points below:

* CJ to look into the content of the phone message under the new Patient Partner system as PPG members found it repeated unnecessarily.
* Video recently circulated about the pressures on general practice. CJ to check if this had been added to our website/Facebook page as it was felt to be helpful to raise patient’s awareness.
* PPG name badges – CJ to check numbers that we have (some have gone missing) and look to order some more if needed.

Next PPG meeting re-scheduled for **Tuesday 7 March at 2.00pm.**

CJ/PPG/Meetings/PPG/2016/Meetings/21.02.17.docx