**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 22 September 2015**

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**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Judith Davies

Lovemore Kamuzingeni

Pat Riley

1. **Minutes of the last meeting**

The minutes of the last meeting held on 2 June 2015 were agreed as a correct record.

**2. Matters arising**

Membership – CJ confirmed that all the people that had expressed an interest in being involved in the PPG had been invited to attend at the end of today’s meeting but disappointingly no one had responded. It was agreed we would continue to offer this on a ‘rolling’ basis if anyone else expressed an interest.

Improvement Grant bid – CJ confirmed that we were still awaiting formal CCG approval on the proposed development/extension. We were concerned that we would no longer be able to achieve the timescale planned, for completion by the end of March 2016. It was noted that the practice would be unlikely to benefit from Section 106 monies to help finance the scheme.

**3. Practice update**

Personnel issues

Julie Dennis, new Practice Nurse is starting with us on 6 October and brings the nursing team up to full complement. Julie is an experienced Practice Nurse and joins us from Heartwood medical practice.

Angela Disney, Advanced Clinical Practitioner is due to join the practice on 12 October. Angela has a background in nursing but has undertaken extensive additional training; she will work alongside the GPs taking a full range of clinical responsibilities including surgeries, home visits, on-call, extended hours etc. The PPG welcomed this new role to the practice though suggested we publicise the role to help patients understand the extent of her training and capabilities. CJ explained that Angela’s appointment leaves us with just a 3 – 4 session gap after 1 December and that Dr Sue Ruddle would continue to work with us on a locum basis, doing 3 sessions per week until the end of May 2016.

Dr Honor Cann, new GP Partner would be joining the practice on 1 December 2015, working 7 sessions (3 and a half days) per week.

CJ explained that we were also reviewing the possibility of Pharmacy technician input to the practice to support the GPs with prescribing/queries, etc.

CJ confirmed that Irene Meakin, Care Coordinator was due to retire on 31 October and we were awaiting details of her replacement. CJ reminded the PPG that the CC role supports those patients (usually elderly) who are considered to be most frail and at risk of emergency admission to hospital.

*Post meeting note: Ann Dickenson has been appointed by DCHS and will start with us on 30 November 2015.*

Dentist development

CJ explained that the current building work underway was the planned small extension/development of the first floor of Hilton Pharmacy to accommodate a new private dentist; due to open spring 2016. This was a Hilton Property Partnership Development and the GPs/Wellbrook had financial interest or responsibility for this scheme.

Research

CJ explained that the practice was affiliated to the Primary Care Research Network and were participating in some research trials across the year (as chosen by the GPs). Some patients could be invited to participate if their health condition was an area of research interest; participation was entirely voluntary.

**4. CQC update**

CJ explained that we had recently received the draft report from CQC and the overall rating for the practice was ‘good.’ We had to admit that overall we were a little disappointed not to have received an ‘excellent’ rating as we had received excellent feedback and indications had been that this was on the cards\*. We were dismayed that the report appeared to suggest that patients did not feel adequately involved in decisions about their care, which simply was not true and was based on one patient survey, the results of which showed that over 70% of patients did feel involved in decisions about their care. In any other survey it was felt that this would be considered an excellent response but as it was a few percent below the national average had been depicted in a negative way. The practice planned to submit comments to CQC on the draft report, including points of accuracy and would include reference to this.

*\*Post meeting note: we understood that the practice had been considered for this rating, but had just missed out.*

**5. Flu Clinics**

CJ discussed plans for this year’s flu clinicsand PPG members agreed to help out where possible, as follows:

AB/IB – Friday 2 October – FW Hall

LK/PR – Friday 9 October – FW Hall

AB/IB – Saturday 17 October - WMC

PPG support was really useful to the nursing team involved and most appreciated. CJ explained that Laura/Jo from the admin team would be in touch with members to confirm the details.

CJ explained that from 2016 all flu clinics would be conducted at Wellbrook Medical Centre (and no longer at Frank Wickham Hall, Etwall). Clinics would all take place on Saturday mornings. This had been decided for various reasons: to minimise impact on weekday availability of the nursing team in flu season; to avoid the need to pack and transport large quantities of flu vaccine and maintain the cold chain – keeping this refrigerated within the practice avoided significant additional workload for practice staff and significant additional costs.

The PPG supported this decision in principle although anticipated there may be some patients who were unhappy with the change. They felt it was important that the practice use the 2015 flu clinics as an opportunity to publicise the changes for next year, which CJ agreed would be organised.

It was confirmed that routine Saturday morning surgeries would be expected to continue on the same mornings as flu clinics next year, although details were to be finalised. The PPG felt that an ‘in-out’ system using front/rear doors as has been used before may be helpful.

**6. Any other business**

DNAs – CJ confirmed that although DNAs continue to be a problem for the practice, the overall trend was improving. We had now removed a number of the worst serial offenders from the practice list after numerous letters/warnings in line with our practice policy.

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

Monday 23 November, 1.00pm; 2.30pm invite to prospective new members.

PMs/CJ/PPG/Meetings/PPG 22 September 2015.doc/22.11.15