**Minutes of the Patient Participation Group (PPG) meeting held on Wednesday 14th March 2018**

**Present:**

Cathy Jones (Chair)

Margaret Adams

Judith Davies

Ann Bennett

Ian Bennett

**Apologies**

Georgie Goss

**PPG**

**CJ**

**CJ**

Hannah Edwards

1. **Minutes of the last meeting**

The minutes of the last meeting held on 22 November 2017 were agreed as a correct record.

1. **Matters arising**

Hubs – CJ reported that the Sunday hub had been operational from the end of November 2017 and working well. Staffing was usually 2 GPs plus an HCA for dressings and suture removals. Patients at the end of the week with ‘semi-acute’ problems – those that could wait a few days were benefiting from this service. Uptake was still quite low from other surgeries and there were still ‘spare’ appointments most Sundays.

CJ explained that some Chronic Disease management appointments were being carried out at the weekend during March as a trial option and had been well received by patients.

Frailty Clinic – CJ reported that the last Frailty Clinic had been carried out this month at Melbourne Medical Centre. Derby City South Healthcare (DCSH) (Place) were now planning to evaluate other more cost effective ways of providing a frailty service.

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. CJ had received no further contact from SDDC and would ‘chase’ this. **(CJ)**

A request was made for cutting back the bushes near the entrance to improve visibility for traffic in and out as far as possible. **(CJ)**

Publicity for PPG – a PPG email address had been set up as requested. JD agreed to monitor this initially. An automated message would need to be set up to acknowledge receipt of any emails and give an idea of response times. CJ to look at publicity via usual channels. **(CJ)**

PPG ‘post box’ for patients to post comments in in the practice. CJ to see if we had anything appropriate in the practice and consider where this could be located. **(CJ)**

Medicines Order Line (MOL) - CJ explained that the Medicines Order Line for repeat prescriptions was now live. This would enable patients to request repeat medication on the telephone via a separate MOL hub (call centre). It was early days and uptake was quite low, but further publicity was planned including distribution of leaflets and information in the newsletter, on the website, Facebook and the waiting room. PPG members agreed to distribute some leaflets locally and took a supply.

1. **Practice Update**

Staffing update

CJ confirmed that Dr Lucy Follis, Salaried GP who would be working 6 sessions per week, Mondays, Tuesdays and Thursdays, started with us on Monday 11December.

Dr Gemma Lewis was due to return from maternity leave on 30 April 2018.

Dr Talim Latif, who had been covering maternity leave was to continue with us working 4 sessions per week, i.e. Wednesdays and Fridays..

CQC

CJ confirmed that a planned CQC visit was carried out on 12 December 2017 and confirmed our rating as ‘Outstanding’. We were delighted with the result and PPG members congratulated the practice on their achievement. CJ explained that the report was available on-line for anyone interested.

1. **Place PPG meeting**

JD reported that she had attended a ‘Place’ (DCSH) PPG meeting on behalf of the group. She said this was interesting and gave background to Place, which was responsible for the general medical care of over £104k patients across 9 practices. JD gave a summary of the presentation, including aspects relating to the management of confidentiality and home visiting, etc. She explained that a wider PPG event may be planned at some point in the future for all PPG members.

1. **Patient Surveys**

CJ thanked IB, AB, JD, MA and GG for their time and support in conducting the recent patient surveys which took place over several mornings in the Waiting Room. CJ presented a summary of the results.

It was noted that 48% were aware that evening/weekend appointments, including the Sunday hub were available at Wellbrook, 52% were not.

35% were aware that the surgery provided a service for minor injuries; 64% were not.

77% were aware of the Pharmacy First service provided by local Pharmacies; 22% were not.

79% were aware that other NHS services can only view records with the patient’s consent; 19% were not.

[Any variations were due to questions not answered].

Publicity of all services was ongoing.

It was noted that the Practice Pharmacist, Amandeep Gahunia, was able to deal with medication/prescription queries and could be contacted on the telephone/via an appointment.

A question had been raised by a patient asking if the doors to the surgery could be opened before 8.00am, which was not viable.

1. **Any other business**

AB wished to offer positive feedback having had recent contact via the triage service with Dr Lucy Follis, as duty doctor. She reported her to be helpful and friendly, and arranging a same day appointment with Dr Vickers. She wished this to be noted.

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

Wednesday, 23 May 2018, 2pm.

CJ/PPG/Meetings/PPG/2018/Meetings/14.03.18