**Minutes of the Patient Participation Group (PPG) meeting held on Wednesday 23rd May 2018**

**Present:**

Cathy Jones (Chair)

Laura Webster, Assistant Practice Manager

Margaret Adams

Judith Davies

Ann Bennett

**Apologies**

Ian Bennett

**PPG**

**CJ**

**CJ**

Hannah Edwards

1. **Minutes of the last meeting**

The minutes of the last meeting held on 14th March 2018were agreed as a correct record, subject to the following correction:

Point 4: should read 104k patients, not £104k patients.

Membership

CJ reported that Georgie Goss had emailed to say, that due to her study and work commitments was having to withdraw from membership of the PPG. All were sorry to hear that and wished her well for the future.

1. **Matters arising**

Hubs – CJ reported that the Sunday hubs at Wellbrook were continuing, but were not being fully utilised, there were usually spare GP and HCA appointments. Reminder: Sunday hub appointments are appropriate for patients with ‘semi-acute’ problems who could wait a few days to be seen.

Frailty Clinic – CJ reported that Derby City South Healthcare (DCSH) (Place) were now proposing monthly Frailty Clinics in each practice, organised by the practice GPs and Practice Nurses; details to be confirmed. It was felt that this option would benefit more patients than the previous model.

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 but was still awaiting a reply. CJ would ‘chase’ this again. **(CJ)**

Bushes near the entrance had now been cut back to improve visibility for traffic in and out as far as possible.

Publicity for PPG – it was agreed that the PPG email address would now be publicised via usual channels. JD to monitor as agreed. An automated message would need to be set up to acknowledge receipt of any emails and give an idea of response times. **(CJ/LW)**

PPG ‘post box’ for patients to post comments in in the practice - CJ to organise. Post meeting note: this was now in place on the Reception desk. Karen, Reception Manager to advise JD when comments were received.

Medicines Order Line – CJ confirmed that this was continuing to operate, though numbers were not that high. CJ confirmed that the objective was to streamline the ordering of repeat prescriptions and reduce excessive ordering and wastage.

1. **Practice Update**

Staffing update

CJ confirmed that Dr Gemma Lewis had now returned to work after her maternity leave.

Unfortunately, Natalie our Health Care Assistant, remained on long-term sick leave; we had some agency cover but some appointments had been limited as a result. CJ confirmed that patients could go to the hospital to access blood tests to avoid a wait.

Post meeting note: Natalie is due to return to work on 4th June 2018.

CJ confirmed that Wellbrook was fully staffed now. We discussed some of the pressures that were being experienced by those working in general practice, which was leading many doctors to retire early or to leave partnerships.

1. **Royal Derby Hospital consultation**

CJ circulated correspondence from RDH inviting PPG involvement in a group reviewing out-patient services. It was felt that this was beyond the scope of the PPG and was not of particular relevance to the group.

1. **The NHS at 70**

NHS England had recently invited interest from PPGs to celebrate the NHS at 70 years old. The following links were shared:

<https://nhsbig7tea.co.uk/plan-a-party>

<https://nhsbig7tea.co.uk/downloads>

Following discussion it was agreed that the PPG would combine with the practice for a celebratory ‘tea party’ / coffee morning with union jacks, etc to combine with the Macmillan event / cake sale that we usually held in September. Date for this year Friday 28th September. More details to be confirmed nearer the time.

1. **Management Changes**

CJ informed the PPG that Heather would be leaving in mid-July from her role as job-share Practice Manager. CJ explained that it had been necessary to review management arrangements as a result. The changes were: CJ to increase to full-time working from August and Laura Webster, Assistant PM, to increase to full-time working from September. CJ explained that she would be taking on a more strategic, business management role and LW would take on more operational management from September. LW would be taking on the Chair of PPG and liaison role from September onwards. The group thanked CJ to her work and commitment to the group over many years.

1. **Complaints Summary**

LW presented a summary of the Complaints received in the practice over the year 1 April 2017 – 31 March 2018. LW confirmed that complaint numbers had changed very little over the last few years and if anything were reducing. It was noted that, as expected (and as in most practices) we received the most ‘informal’ complaints (often verbal) about appointments. Otherwise there were no clear themes to the complaints received. CJ confirmed that if a ‘Significant Event’ was identified from a complaint then the practice would always discuss this and ensure that action was taken, as far as possible, to ensure this would not happen again.

1. **Any other business**

LW reported that Karen our Reception Manager would be starting a publicity item/patient education feature via Facebook every Tuesday going forward, with seasonal themes, e.g. hay fever, travel, etc. We hoped that patients would find this useful and look out for the Tuesday feature.

General Data Protection Regulations (GDPR) – LW confirmed that, in line with organisations across the country, the practice had updated its Privacy notice and policies in relation to the processing and use of patient data. It was noted that practices were now going to be required to supply copies of patient records to solicitors and insurance copies free of charge, which would present costs and workload implications for the surgery.

CJ to email Lovemore and Pat to check whether they still wished to be a PPG members as we had not heard from them for a while. **(CJ)**

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

Thursday 19th July 2018, 2pm.

CJ/PPG/Meetings/PPG/2018/Meetings/23.05.18.doc/30.05.18