

Minutes of the Patient Participation Group Meeting
Wednesday 1st March 2017

Present: David Green, Sue Ashton, Michael Reilly, Mary Hodgeon, Debbie Swain and Kathryn Clark.

1. Apologies: Richard Hayward and Ernie Hunter

2. Minutes of the last meeting:

These have been approved and distributed.

3. Matters Arising:

The surgery has started sending out the new DNA (did not attend) letters to people who have missed 3 or more appointments within the last 6 months.

Mary informs us that the walking group in connection with that of Barnbygate and Besthorpe are not happy with 'Walking for health'. There are asking for far too much to be done with regards to details and statistics and the options of different walks. We were informed that the groups have decided they may leave Walking for Health and carry on independently - we as a group have given our support whatever the final decision happens to be.

Sue has arranged for Amanda Sullivan to come to one of our meetings, hopefully on 3rd May; to discuss funding and the distribution of money.

David will put together a list of issues which we may also like to bring up and we will look at this at our next meeting, Debbie will see there is a GP available to attend.

4. Report by Practice Manager:

Debbie informs us that this has been a very busy month for the surgery.

The dressings' clinic is now up and running at the Health Clinic and the surgery have started referring patients to it. The surgery will now only be doing simple wound dressings and dressings from minor operations done within the surgery. If any of these wounds change from simple to complex the patient will be referred to the clinic.

The clinic is going to be used by the 7 local surgeries including ourselves, Barnbygate, Fountain, Balderton, Southwell, Sutton on Trent and Collingham.

We will discuss this again in 3 months or so and see how the service is progressing.

The surgery has already had 1 very good applicant for the advertised role of Nurse Practitioner.

John Reynolds has changed the appearance of the surgeries repeat medication slip, which patients use for their repeat ordering.

Items will now appear listed as either Regular (is they are to be taken continuously) or Irregular (if they are occasional items).

5. Update from VPG (virtual participation group) and SRG (stakeholder reference group).

VPG

1 member has sent in some questions regarding DNA's and cancellations. It was decided that it may be beneficial to the surgery to add a note onto the telephone message asking patients to cancel in plenty of time if they need to and advising that last minute cancellations will be counted as DNA's.

We have 2 potential new members and unfortunately 1 member has left us as they have left the area, Sue will send this patient an email thanking them for their involvement with us.

SRG

Sue reports that we have not had any update this month from the SRG, she does have some emails to look at which will hopefully include some meeting minutes and will update at our next meeting.

David has met with Geoff Tinker (Chair of the SRG) and explained to him our set-up also showing him our diary and explaining our surveys.

David informs us that Mr Tinker went away from the meet having made a number of notes on what he was told and also with some questions which we asked him to address.

Mr Tinker did explain the structure of the groups to David who made a flow chart and showed us the hierarchy - we will bring this up further with Amanda Sullivan.

6. Annual survey of patients:

Sue is currently collating the results of this and asked us all if there are any particular trends we would like figures on.

We were shown some preliminary results of the answers given and percentages of correct and incorrect for each question, we can however sympathise with some of the incorrect answers as patients have so many options for care now.

Quite a number of patients acknowledged that they thought there had been a general improvement with the service given by the surgery which we found very positive.

When the results are completed Sue will send them to Debbie ready for discussing at the meeting which we have arranged for 31st March.

The results will also be put up on our notice board in the surgery.

7. AGM update:

Michael's poster needs agreement.

We will discuss this further at our next meeting, Debbie will also look into getting a Doctor to attend.

8. Notice board:

Michael has a copy of our minutes from last months' meeting which will be put up on the board. Debbie is going to have a look at the board to see what information is on it and if anything needs updating.

9. 'Network news' for PPG's:

We have not had a new update as yet, but we will be sending in a piece to be included when our survey is finished and after we have spoken to Amanda Sullivan.

10. Contacting patients using email.

To do this we would have to have the patients' explicit consent, Debbie will speak to Sarah (the surgery's IT manager about this)

11. N.A.P.P (National association or patient participation)

Sue has received the latest bulletin and told us a couple of issues that we discussed, Sue gave us the log-in details so we could read this in full for ourselves.

12. Any other business:

Sue has asked if it is possible to change our meeting date as she is struggling with 1st Wednesday of the month. This was discussed and if there are no objections we will switch to last Wednesday of the month from May.

13. Date of next meeting:

Wednesday 5th April - David sends his apologies.