

WILLINGTON SURGERY

Patient Participation Group (PPG)

Meeting held on Tuesday 18th July 2023 at 6pm

Present:

Holly Goodrich (Practice Manager)	Steve Parnell
Pete Horridge (Chair)	Jo James
Barbara McCardle (Treasurer)	John Lousvet
Gillian Gahagan (Vice Chair and minutes)	Hilary Titterton

Apologies:

Lynne Clay (Secretary)	Sharon Traill	Sara Bains	Hilary Hancock
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Number		Action
07/23/1	<p>Introduction of new member</p> <p>Steve Parnell introduced himself, explaining his interest and involvement in Walk for Health groups and Findern Gardening Group, and how these might be better signposted through the surgery. Pete suggested including this item later in the meeting.</p>	
07/23/2	<p>Apologies for absence</p> <p>Apologies received and accepted from Lynne Clay, Sharon Traill, Sara Bains and Hilary Hancock.</p>	
07/23/3	<p>Minutes of the previous meeting</p> <p>Accepted as a correct record.</p>	
07/23/4	<p>Matters arising</p> <p>01/23/04.4 Hollybrook PPG have not been in touch yet.</p> <p>05/23/5.2 Patient feedback facility. Gillian has created and shared a step-by-step guide on how to use the feedback form on Facebook.</p> <p>05/23/9 Potential meeting clashes with Willington Parish Council meetings have been checked by Lynne and Gillian and the last meeting clash was confirmed as a one-off.</p> <p>05/23/10 Health Literacy focus.</p> <p>05/23/11 Online booking workshop. PIP not in place yet at Repton, as Sales Director is still contacting advertisers to fund it.</p>	<p>Holly to chase.</p> <p>Closed.</p> <p>Closed.</p> <p>Pete to discuss with Sara.</p> <p>Jo to investigate including within IT workshops.</p>
07/23/5	<p>Correspondence</p> <ol style="list-style-type: none"> 1. Noted that feedback is now coming in variety of forms: email, feedback forms on Facebook, paper, H2H, etc. 2. PALS (Patient Advice Liaison Service). A patient questioned the advice shared in village news articles about contacting PALS to chase Secondary care referrals. 	<p>Holly and Pete investigating.</p>

	<ol style="list-style-type: none"> 3. Car parking difficulties. Decision to refer patients struggling with parking issues directly to: <ul style="list-style-type: none"> - The car park's landlord (Assura PLC, 0161 5524506, info@assura.co.uk) - Local district councillors: <ul style="list-style-type: none"> Ian Hudson (ian.hudson@southderbyshire.gov.uk) Martyn Ford (martyn.ford@southderbyshire.gov.uk) 4. Chair required for patients waiting in reception queue who have mobility issues. 5. Telephone or in-person? Some confusion when people turn up for a face-to-face appointment to find out it was a telephone appointment. Holly explained that when this happens, the patient is seen in-person, but it is imperative that patients take personal responsibility when making their appointments to ascertain whether it is face-to-face or telephone. 6. Automated message on telephone. Patient questioned why the message is so long: 33 seconds. Holly has reviewed and condensed it to 26 seconds but states the remaining information is imperative. Extra discussion about this revealed that a lot of test results can now be accessed online, without the need to speak to a receptionist. Hopefully, by the end of August, Holly will be switching on the facility on the NHS app for full online access. This means that every patient aged 16+ will be able to access all their personal information online. There are still some concerns about this, for example, when moving practices, access to all previous data is lost. The second concern is that doctors use acronyms which may be unclear to the patient. Thirdly, it may put vulnerable people in coercive relationships at risk. 7. Screen on reception desk. Several patients have challenged the continued need for the screen as it hampers discrete communication. Holly has messaged the partners and staff with the suggestion of removing it. 8. Open letter. Some patients wanted to know why they had received the recent open letter, but others had not. Holly explained that only those patients who have shared mobile phone numbers received a message with the link to the letter. It is no longer viable to use postal mail. 9. A patient had asked whether the surgery would consider recycling blister packs as an environmental issue. Holly explained this is a pharmacy issue. Discussion followed with committee members sharing local facilities that already take blister packs, including Mercia Marina's office. 	<p>Lynne to include in next news articles for village news. Resource magazine, etc.</p> <p>Holly to action.</p> <p>Holly to confirm to patients when decision is made.</p> <p>Holly to review feedback and decide.</p> <p>Pete to ask if Mercia Marina are happy to accept blister packs from non-residents.</p>
07/23/6	<p>Chair updates</p> <p><i>Report previously circulated to members.</i></p> <p>Key points raised:</p>	

	1. Raised profile. Interesting to note that with recent H2H initiative and regular articles shared in village news magazines and resource magazines that we are now receiving more feedback and queries.	
07/23/7	Surgery update <i>Report previously circulated to members.</i> Key points raised: 1. Nothing raised.	
07/23/8	Finance update <i>Report previously circulated to members.</i> Key points raised: 1. Transfer of bank details still ongoing due to the need for verified meeting minutes showing Barbara as the new treasurer.	Pete & Barbara to action.
07/23/9	Any other business 1. Thursday 20 th July 10am-12pm Digital Derbyshire have an online meeting to support people getting online to assist with their own healthcare. Jo James is attending and recommends it as a useful resource based upon previous meetings she has attended. 2. Steve asked how we get the doctors to refer people to local health and wellbeing activities. Holly explained that the surgery accesses a DCC Trust support system where surgery patients can book a 1-hour appointment with a social prescribing facilitator to create a personalised programme to suit their needs. Holly explained that no paid-for activities will ever be promoted by the surgery, and it was agreed it would be useful to have a list of walking events in the local area that doctors can share with patients. 3. Holly asked for this service to be followed on the PPG Facebook and relevant activities to be shared as and when: Derby and Derbyshire LMC (Local Medical Council) 4. John wanted to raise the point about queues in reception when “unable to check-in” message comes up on the self-check-in. A discussion followed on how H2H can help unblock queues with their assistance.	Gillian to post on Facebook, plus link to recorded session. Pete to create a matrix of walking events. H2H helpers to remove paid-for adverts that they spot in the surgery. Gillian to action. H2Hers to pass patient to receptionist. H2H to meet and share best practice moving forward.

SUMMARY OF AGREEMENTS	

Date and time of next meeting **Tuesday 19th September 2023 at 6pm**

Agreed as a correct record: Chair..... Date: