

# WILLINGTON MEDICAL PRACTICE PPG

**Meeting held at the Kingfisher Lane Surgery on Thursday, 15 January 2015**

**Present:** M. Hooley (Chair), J. Heier (Treasurer), R. Bacon, C. Bould, J. Burton, Dr B. Hands, P. Harvey, J. Hargreaves, M. Ross, L. Scheck, V. Shelton, L. Slack, B. Whiting.

**Apologies:** C. March, S. Lovatt, C. Thorne, Y. Date, A. Wood

M.H. opened the meeting and welcomed new member, Mr Barry Whiting.

The minutes of the last meeting were recorded as an accurate record.

## **Matters Arising:**

M.H. expressed thanks to J.E.H. for taking on the role of Vice-Chairman.

B.H. said that the new system re. appointments was working well, with the wait time down to 2 weeks. Some discussion about different booking systems in place at other surgeries. B.W. commented on S. Norfolk (where he lived). Nothing is perfect.

P.H. referred to the new position for the PPG noticeboard in the surgery.

L.S. re. drug packaging – concerns can only be forwarded for feedback.

Reference was made to the **Quest Meeting** (which PPG Members had attended) with regard to complaints. P.H. said that complaints were dealt with efficiently.

B.H. said that the Quest Meetings were held on Wednesdays for training and to deal with complaints and “major events”.

L.S. re. Friends and Family Tests.

S.L. is collating these, though the first month was a trial period, results will have to be sent in January with answers to the mandatory question.

Patients need encouragement to fill forms in. It will be an on-going test.

L.S. re. the new ECG machine, which actually cost £1,858.

J.H. stated she had, therefore, transferred £2,000 to the current account.

M.H. re. NAPP e-bulletins. S.L. receives these electronically. Do we now need to change this?

### **Treasurer's Report**

**Current account:** £235.70

**Reserve account:** £2,6088.12

**After paying:** £40 for "Small Society Lottery Registration".  
£402 for a Wheelchair.

Squares had brought in £200 (£100 going out in prizes)

£400 from book sales since May 2014.

£100 donation from Sidhil Ltd towards wheelchair.

J.H. has the certificate for Lottery Registration. This will be kept in the Surgery. Fee will be £20 p.a. in the future.

There are certain restrictions, J.H. has the details.

### **Pharmacy 2 U**

J.B. had contacted the Trading Standards and Consumer Advice. Letters had been received from the West Yorkshire Trading Standards.

B.H. commented that a complaint has gone in, but what they are doing is legal.

Much discussion here about who and how many have signed up.

R.B. had contacted the company requesting information on how prescriptions are delivered, and signed for.

Thanks were expressed to J.B. for pursuing this.

### **PPG Development Session 5/2/2015**

M.H. said that she and V.S. were attending the 2pm session. JEH going to evening session. Places are still available.

### **CQC Inspection**

- L.S. date has yet to be confirmed.
- B.H. said more information was coming through as to how it will be held.
- L.S. spoke of the increase in use of the upstairs rooms; being used by Physiotherapy, Yoga, more Consultants, Community Mental Health Team, "Strictly No Falling" x 2

### **Fund Raising Quiz**

- C.B. had spoken to Carol again re the quizzes and it was felt that a local one was not on. Decision was made for us to attend in Burton on 10/4/15 with, possibly, 4 teams of 4 with individuals paying the £1.50 fee. A need to clarify **exactly** which piece of equipment Carol wishes to fund-raise for.

### **AGM Date – 21/5/2015**

Provision of notice to inform of this to be discussed at the next meeting. M.H. will produce notice.

### **Any Other Business**

- C.B. will furnish report on the Quest Meeting (14/01/15) where speakers from "Mindfulness" and "Dementia Training" attended. There was much discussion on how valuable this had been, and the surgery wishes to go ahead with the Dementia Friends in the surgery, to include Pharmacy staff and PPG members.
- C.B. will thank the speakers and make plans.
- L.S. thanked C.B. for organising the event.
- L.S. asked if we could purchase a new fridge for vaccines. This would cost approx. £620. It was agreed after some discussion.
- C.B. referred to the fact that there is to be a defibrillator in the Co-op. The bus stop and bench have been agreed, ?? where exactly.

- L.S. Kerbstones at disabled parking have been dropped.

B.W. said that he had come with lots of questions to his first meeting. Many had been answered during the course of this meeting. The main one “when survey results are submitted to the surgery, are they acted upon?”

M.H. replied that action is taken.

L.S. will be organising a patient questionnaire through a company called C.F.E.P. As well as the general questions for patients to answer, there will be some specific to clinicians

Some discussion followed re type and value of questionnaires in general.

**The meeting closed at 8.50pm**

**The next meeting will be held at the Surgery at 7pm on 19/2/15.**