

WILLINGTON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

Meeting held at the Kingfisher Lane Surgery, Thursday 16/10/2014.

Present: M.Hooley(chair),J.Heier(Treasurer),Dr.Farrow (RF)
L.Scheck.C,Thorne,L.Slack,
P.Harvey, C.Bould, Y.Date, A.Wood, J.Burton, R, Bacon,
M.Ross,J.Hargreaves,V.Shelton.

1,Apologies. S.Lovatt, Barry Whiting (a new member who had hoped to attend today)

2.Matters arising form the last minutes

LS referred to the packaging of drugs, recording that it had been discussed at a meeting with staff but there was little that could be done. There followed a lively discussion concerning drugs,prescribing,repeat prescriptions and the said problems of the elderly and those with visual problems. Appealing to pharmaceutical companies was raised by R.F,and L.S. suggested a contact be made with PPGs nationally to suggest writing to the companies, which would have greater weight.

L.S. said there is now a wheelchair on loan from the BRCS in the surgery. CB stated there was now a new one on order at a cost of £235 to the PPG (a grant of £100 having been received) There was a request for a sign indicating its availability in the surgery. LS agreed.

3,Resignation

A letter of resignation had been received from Sonya Harlow as Vice Chairman and member. MH expressed her regret and thanks were given for her work, MH will send flowers

4.New Members

MH welcomed Lorraine Slack and said that Barry Whiting had hoped to attend.

5 Mindfulness and Dementia Friends Training.

CB reported that Richard Morrow (from the Mental Health Trust at the Royal Derby Hospital) was happy and excited to come and meet and speak to us)There followed some long discussion on Mindfulness. AW praised its usefulness and referred to the "concentration on the moment" that is behind it. Dementia Friends.....AW had spoken to the "Right at Home" stand at the Health Event and we are looking at "Dementia Friends" in the village. A pack is available from dementiafriends.org.uk. John Houghton would be prepared to do the training. RF said staff would be invited.

CB referred to Sue Robinson and "Long Term Conditions", they have funding to train volunteers (with long term conditions) to help people.

RF commented that this was in line with the 'wedge shape' of Health Care, starting with Self-Help. A reference was made to the fact that Mental Health was way down the pecking order of the NHS. CB will write to a Mental Health governor with a view to speaking to the PPG.

6 Health Promotion Event

The general consensus was that it was excellent though it was felt that more room/s had been needed. CT and VS suggested that a rota for volunteers would have been useful; CT gave thanks to CB for the efficient organisation. CB will write and thank those who had a stand.

There had been 8-10 feedback forms returned :

Q1, Was it useful? Yes from all.

Q2 What was the most useful?

Audiology and Nicky

2 x Diabetic Stand

Arthritis stand and meeting the doctors and nurses

Carers Association and Right at Home

Adult Activities and Alcohol Awareness

All was "interesting and informative"

MOT, Wills

Q3 Would you come to such an event again?-yes from all, one said in 2-3 yrs.

Q4. What would you like to know more about, at a future event?

Anything I don't know

BMI and Waistwise

More time for Health Checks

More arthritis(osteo)

Suggestions asked from PPG members for future events.

Photos of staff had been greatly appreciated

7 Exercise Classes

AW said they were going really well and were very beneficial. The Wednesday class has yet to start as the instructor has been injured, and hopes to start in Nov. Thanks given to those who had helped with refreshments, these had now ceased and a kettle has been provided.

8. Flu Clinics.

Went well, there had been complaints of congestion but this had not been for long and mostly on 11/10/14 AW thought there was need for more volunteers on the days. Both £100 boards were completed.

9 Treasurer's Report

JH apologised for her absence...family and clinic commitments.

SL had passed over £80 for books and £200 for both Boards (£100 net as £100 goes in prize money to the two winners), £15 had been paid out for the kettle. JH commented that ALL money spent should come out of the bank a/c via a cheque..

Balance: £4,688.12 in reserve a/c

£392 in current a/c

There followed a discussion on raffles, RF said that a licence was needed to run a raffle. CB will look into this. The draw was made for the £50 prizes from both boards. Sheet 1 Deborah Harkin. Sheet 2 Mrs E Griffin .

AOB

RF said there had been a request for scales at the surgery...these will be placed in the Interview Room

RF had met with Heather Wheeler MP at the request of a patient who had some complaints concerning getting an appointment. Some discussion here. RF said that if patients were ever turned away it would be for safety reasons. LS said that Heather Wheeler had not heard of Primary Care+ (which no longer exists as funds were withdrawn)which involved patients being referred to a pharmacist, in a rather more formal way than the patient merely going into the pharmacy, and was logged in the surgery. HW would look into this.

The pressures of paperwork were discussed, RF had spent 3 hrs on paperwork today, LS said that there was always a constant demand for information and statistics and, on returning from her holidays, she had 448 emails, she said that Ross was looking into putting a new screen into the waiting room. He is also involved in a new appointment system; the triage system has been discontinued. Urgent appointments will be available on the day and other appointments can still be pre-booked.

Upstairs rentals: Clinics are being held by Consultants (eg Urology)and by Audiology and possibly podiatry and physio. CT requested a sign for Audiology.

LS spoke about the 'PPG Enhanced Service'...there should be a group to review patients' complaints. December 4th there is a meeting at the surgery to review complaints, suggested that some PPG members should attend at 4pm. JB, CT, PH, YD, AW, and RB volunteered.

LS made a further request for the PPG to look into who might erect the outside notice board (the prison had been suggested)

LS referred to the 'NHS Friends and Family Test' that must be started in the surgery by 1/12/14, There is one mandatory question : 'How likely are you to recommend our service to your friends and family if they were in need of similar care or treatment'. A second question **must** also be asked and this will be discussed and settled at the next meeting. (20/11/14)

Some further discussion on prescriptions here and RF referred to the Q and A section on the website and the need for annual (or 6 monthly) checks for patients on prescription drugs.

CB mentioned again, 'Carol', who wishes to fundraise for the PPG by producing a quiz.

LS spoke of the need for the maintenance of the PPG and suggested that speaking to groups such as Toddler Groups, the PTA and Parents' Evenings might result in some younger members to join and subsequently carry on the work of the PPG

MH said there was now a space for a Vice Chair and approached JH who will consider it.

LS said that Dr.Saunders is pregnant and congratulations were expressed.

The next meeting is on Thursday November 20 at 7pm in the Kingfisher Lane Surgery. Further dates for 2015 are: **15/1, 19/2, 19/3, 16/4, 14/5.**

The meeting closed at 9pm.

