

# Willington Medical Practice Patient Participation Group (PPG)

**Thursday 16<sup>th</sup> January 2014**

**Present:** Joan Burton, Dr Farrow, Sonya Harlow, Janice Heier (treasurer), Margaret Hooley (chairperson), Sally Lovatt (secretary), Louise Scheck, Chris Thorne

**Apologies:** Jim Ault, Christine Bould, Tim Bodill, Pat Harvey, Val Shelton, Ann Wood  
The group welcomed Phil Coultas (Lay member of S Derbys CCG)

## **From the last meeting**

### **Bus Shelters and Road Safety**

Work has started on the level crossing for the surgery and according to Martyn Ford (District Councillor) there is still the possibility of bus shelters along with the housing developments planned in the vicinity of the surgery. LS spoke at a Repton WI meeting and this issue was raised and many attendees were not aware of the CVS transport scheme so it was decided to promote this. **ACTION SL for PPG newsletter and RJF for website**

### **Website**

No further progress. RJF suggested that we could put more information on surgery website. PC suggested a summary of each year (activities, minutes, AGM details etc.)

### **Treasurer's report**

PPG has a healthy balance of £6068.18. Monies received since last meeting include £13.10 from santas and £7.50 from book sales. There is £357.63 in C/A; £5,688.62 in D/A and £1.33 in petty cash.

The practice has requested the following: 1 couch for the minor ops suite and one for an upstairs consultation room. The cost of each is approx. £500 each (although this will be negotiated). Relatives of those patients making donations in memory of former patients will be informed of the purchase of the bed. **(SL)** A BP machine, which can be sited in the interview room adjacent to reception, was requested for patient use. This is at a cost of approx. £1700 (Inc. VAT). RJF suggested that it would be useful and probably time saving to avoid follow-on appointments, encourage drop in BP measurement and also may help the 'white coat' readings. On-going costs would be annual calibration and paper rolls. PC suggested asking views of other surgeries. VAT may be reclaimed thorough Parish Council or possibly Pharmacy. **SL to investigate.**

## **This Meeting**

### **Phil Coultas, Lay member of South Derbyshire CCG**

Introduced himself and described his role as the 'voice of the patient' to the CCG. His role is to liaise with 6 of the surgeries (including Willington) in DCN and represent our views and issues. He mentioned the 'call for action' which is the latest campaign to ask stakeholders to discuss ways the NHS can improve services and ideas to manage 'doing more with less'. An event is being held on 29/1/14 and it is hoped to send 2 representatives from each PPG. It will be an intensive brain storming exercise involving GPs, Practice Managers, Voluntary Groups and Patients with the aim of investigating any avenues to help patients find solutions. LS and LMO are attending and CT is attending because of her role on the Health Group Forum. Volunteers required please. Information attached.

### **Questionnaire**

Although there were slightly less responses from this than the previous year we still received 436 responses. The age range was similar to previous years. Most patients prefer to book an appointment by phone and more than 50% thought a text message reminder was a good idea. The rates of DNA have increased and are still high even if an appointment is booked the same day. The move to the new surgery showed a greater number of patients rating the surgery as excellent as far as cleanliness is concerned. Only 112 and 151 patients respectively have seen a newsletter or the surgery website which is disappointing. It was very pleasing that 52% of patients thought that receptionists had improved and over 80% now rate the receptionists as very good or excellent. There have been some comments about patients feeling they are ignored when there is no-one to man reception. Receptionists have been advised to acknowledge patients with a wave and there will now be a bell. There was a reduction in the number of patients rating the reception area in the new surgery as excellent for confidential discussion. This may be because it echoes and there is no radio. A notice will be displayed informing patients of the interview room if they need a discussion in confidence. There will also be a 'barrier' to ensure patients stand away from the patient being seen at reception. Tall plants may be a good barrier and help to provide privacy. The rating for the GP consultation has reduced slightly from 64% to 49% and for telephone consultation from 43% excellent to 36% for excellent but the nurse rating has increased to 69% from 59%. Pleasingly, 56% of those requiring an urgent appointment were offered an appointment on the same day. As last year 85% of patients rated the surgery as very good or excellent although there was a slight shift to very good rather than excellent.

### **Support Group for those struggling to lose weight**

This was suggested following comments by patients to those handing out questionnaires.

### **PPG newsletter- How do we promote ourselves?**

The biggest issue is encouraging patients of all ages to engage with the group and to encourage participation from a larger number and range of patients. TB has drafted a newsletter and a few extra suggestions were made including advertising the availability of clinical rooms at the surgery, advertising for more patients as well as patients to join PPG and to remind patients about CVS transport scheme.

### **Suggestion box**

The website suggests PPG has a suggestion box, which it did have at one time. We only had one suggestion for a cycle rack (which we have at the new surgery) but this box needs to be reinstated. It was agreed to purchase a new box.

### **Any Other Business**

#### **Electronic Data Sharing Model**

LS updated the group on the sharing of patient data and information. Firstly, there was the 'Shared Record' which allows for patient information to be shared with secondary care. Secondly, HSIC which shares anonymised data with 3<sup>rd</sup> parties in order to inform provision of future health and social care. Patients can opt out of these as long as they make the appropriate request. The latest is EDSM which is Electronic Data Sharing Model and the patient will be asked if they want this information shared to other agencies by the GP.

#### **Named GP**

This is a new scheme to allocate elderly patients a named GP to oversee and facilitate seamless care. Generally Patients are allocated a GP at the surgery but their care is provided by the surgery as whole rather than by a particular GP.

#### **Exercise for those patients with dementia and their carers**

The funding for this is still available and hopefully we can move this forward. The plan is for a short trial to see how it is supported and evaluate benefits for patients

Next PPG meeting is Thursday 20/3/14 at 7pm at Kingfisher Lane surgery (subject to confirmation).

### **AGM will be Thursday 15/5/2014.**

Agenda Items please forward to Sally

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