

Willington Medical Practice Patient Participation Group (PPG)

Thursday 21st November 2013

Present: Tim Bodill, Christine Bould, Joan Burton, Sonya Harlow, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Sally Lovatt (secretary), Mary Ross, Louise Scheck, Val Shelton, Chris Thorne, Ann Wood

Apologies: Jim Ault, Beverley Bowman, Joyce Hargreaves,

From the last meeting

Bus Shelters and Road Safety

An application for funding of bus shelters was put forward to South Derbyshire under section 106 but this has not been successful. The issue has not been shelved and may form part of a greater plan involving development around the building sites by the surgery and on Calder's site. There will be a zebra crossing to the new surgery (between Churchside and Beech Avenue) and the crossing to the old surgery will remain to serve the new co-op.

Questionnaire

The questionnaire has been available in the surgery and PH, SL, VS and MB have managed to encourage around 200 responses in the old surgery. MH and SL have worked on results. We need around the same number of questionnaires to be completed and it will be interesting to compare results from old surgery and new surgery. If anyone is available to help hand out questionnaires then please liaise with SL to arrange times. CB has volunteered 25/11 am and 2/12 pm. CT has volunteered 26/11 am and 5/12 am.

Website

This proved more difficult than expected but is sorted. TB has drafted a PPG leaflet which was circulated and approved. There is a space and suggestions needed to fill this usefully. Contact numbers for PALS, Healthwatch and PPG could be added possibly.

Treasurer's report

No change. LS requested money for a new couch for the minor surgery suite (around £1600) and a BP monitor (around £200-300) for patient use in the interview room which is off the waiting room.

Surgery Update

The move: Prior to the move there was lots of shredding and tipping! The move went well. IT was moved following minimal surgeries on Friday 1st November and was put together over the weekend ready for Monday 4th. On Monday 4th November the whole team got to work almost without hitch.

Telephones: There are now 10 telephone lines and 5 are picked up and the other 5 are 'put in a queue' so that patients are aware they are being attended to and how long they may have to wait. Generally there is a perception that there have been more phone calls. This could be because of the interest in coming to the new surgery or it may be because patients don't give up easily now that there is a better system for phone calls.

Services: The most recent suggestion for GPs is that services are provided 8am-8pm and this may require an amalgamation of practices at a 'hub' where services are provided on behalf of one or more surgeries. The GP practices in Derbyshire have formed a private company, Alexin, to bid to provide services commissioned by CCG.

GPs have to continually audit their admissions and referrals and recently secondary care (hospitals) suggested GPs should change times of visits from mid-day to earlier in day to avoid a surge in admissions around mid-day. Audit proved that GP admissions did not rise significantly at that time but was due to other factors.

Upstairs: A urologist is holding private clinics on a Saturday morning; Audiology have booked one day each week; Acupuncture are taking a room from January; CAB have booked 2 hours each week; Physiotherapy and pulmonary rehab are two other possible services taking the rooms.

Health Panel

CT and MH attended a meeting chaired by Tina Brown, DCN lead, and the main message was that the NHS belongs to patients and that PPG could be key to providing the link needed to get opinions, ideas and comments on how services could be commissioned and provided.

The other issue was utilising PPG in order to educate patients to use appropriate services and avoid unnecessary trips to A&E. Phil Coulter, a lay representative from CCG on health panel, is hoping to liaise with PPGs to take this forward.

Any Other Business

Next PPG meeting is Thursday 16th January at 7pm at Kingfisher Lane surgery. Agenda Items please forward to Sally

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