

Willington Medical Practice Patient Participation Group (PPG)

AGM

Thursday 21st June 2011

Present: Christine Bould, Beverley Bowman, Joan Burton, Leslie Fancourt, Sonya Harlow, Pat Harvey, Janice Heier (treasurer), Margaret Hooley, Sally Lovatt (secretary), Pat Pearson, Mary Ross, Chris Thorne (chair), Ann Wood

Apologies: Jim Ault, Louise Scheck, Louise Seys, Emilie Whitley

Welcome and report of the previous 12 months

The chairman welcomed everyone to the AGM and thanked them for coming. The group were very pleased to welcome 2 visitors. A summary of the past year was provided and the committee were thanked for their support and commitment during the past year. We have continually striven to raise the profile of PPG and CT and LS gave a talk to the Ivy club and CT talked to the surgery staff about PPG. CT thanked Louise Scheck for her support as the link between PPG and the surgery. The PPG have introduced a newsletter and supported the practice considerably by devising the practice questionnaire, collating the results and producing an action plan.

Out of Hours Services

John Floyd, non-executive director of Derbyshire Health United gave an excellent presentation. D.H.U. exists to provide medical assistance when GP surgeries are closed. It deals with around 10,000 calls each month and covers a population of nearly one million. When calling patients have to identify themselves before any details of the problem are taken and then calls are processed in one of four ways: 999 call; home visit (16% of calls); an appointment at a treatment centre or advice. The aim is to deal with patient's queries immediately rather than call patients back. The doctors providing the service are either practising in Derbyshire or living in Derbyshire and find it interesting to visit other areas than their own practice area. Once a patient has contacted DHU they become the responsibility of the team (which includes other healthcare professionals such as district nurses) and are followed through just as they would be by their own GP. The busiest time is Saturday morning. The introduction of the new NHS 111 service which will soon apply all over Derbyshire should provide a more efficient direct service (i.e. patients will not have to phone surgery first). There is a 'Right Care' form which is completed by the patient's own GP with many details for patients who are terminally ill or in need of frequent admission and this is shared with E.M. Ambulance Service, the hospital and DHU. The service website has questionnaires and newsletters available.

New Surgery Update

Dr Farrell updated the group. The Community Health Services have withdrawn as a tenant which is a great relief because their plan was to provide office accommodation for up to 60 staff which would be almost impossible to manage. It is hoped to find new tenants. Dr Farrell suggested that PPG may be able to support the Practice in the bid to ensure podiatry is a service provided from the new premises. The lease should be signed within the next month. Moving costs have increased by another £30k and has involved a number of corporate lawyers acting for the developers, the surgery and the PCT. There was some discussion around triage and patients requesting to see a particular doctor. Dr Farrell confirmed that the new GP would be starting in August which should help to relieve some of the pressure and in answer to a comment about phones in reception replied that a move was taking place to try and take some of the calls away from reception and that this would definitely be the case in the new surgery.

Treasurer's report

The treasurer provided a comprehensive report and was thanked for her hard work. The auditor was thanked and has been presented with a garden centre voucher in appreciation. A copy of the report will be filed with the AGM minutes.

Election of Officers

CT is unable to continue as Chairperson and was thanked for her hard work. She will continue as a committee member so her experience, knowledge and wisdom will not be lost. MH was nominated as Chairperson and the Committee were very pleased that she agreed to stand. JH volunteered to continue as Treasurer as did SL as Secretary. These members were elected unopposed. It was suggested that meetings are bi-monthly and that separate meetings are held as needed for arranging events. CB agreed to be Events Manager with support from PH and SH agreed to support the Chairperson.

Any Other Business

Marina Event: It was decided not to attend this year mainly because of the cost of insurance.

Choir Concert: We are waiting to hear if we have been successful

New surgery: CT has 'fish tank' contact which may be useful if this plan goes ahead in new surgery

Suggestions to raise profile of PPG: Advert in Resource, Facebook which would hopefully engage younger patients

Pre-Diabetes Education Event: To be held Wednesday, 25th July in the marquee at the Dragon. CB will see if we are allowed to provide our own refreshments. MH has an urn.

Next PPG meeting is Thursday 19th July at 7pm at the Old School

Agenda Items please forward to Sally

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