

# Willington Medical Practice Patient Participation Group (PPG)

**Thursday 19<sup>th</sup> April 2012**

**Present:** Christine Bould, Joan Burton, Sonya Harlow, Pat Harvey, Margaret Hooley, Sally Lovatt (secretary), Mary Ross, Louise Scheck, Chris Thorne (chair), Ann Wood, Dr Farrow

**Apologies:** Jim Ault, Beverley Bowman, Janice Heier (treasurer), Louise Seys,

The committee were pleased to welcome Dr Farrow to the meeting

## **From the last meeting**

**Facebook** This is to be discussed at the next partners meeting and the surgery has a member of staff able to set up. Its use to direct patient to questionnaires for LINKS (Local Involvement Networks which is an initiative to give communities across the country a real input into their local health and social care services) and similar organisations; and to provide instant up to date information (such as PPG events) to patients could be useful.

**Newsletter** Published and the next one is due in June

**New Surgery** No more progress

**Insurance** PH has spoken to CVS who do not have a generic public liability cover and on investigation a quote of £121.90 annually has been obtained. Insurance needs to be discussed if an event, such as the Marina event, is to be attended and we have to provide our own insurance.

**Networking Event** This is to be held in Derby for 2 members of PPG on 21/6/12 and SL and LS hope to attend

## **This meeting**

### **Triage**

Dr Farrow spoke to the meeting to explain the process of triage. Patients have an increasing awareness of their rights and this system has been introduced to try and accommodate the increasing demand of patients for immediate health care advice. Doctors workload is increasing as more work is transferred from secondary care (such as rheumatology, diabetic care etc.). The triage system involves the patient receiving a phone call from the Doctor (or one day a week from the Pharmacist) and they are then offered advice, an urgent appointment or a routine appointment. This is working well at the moment but may cause a problem in the short term as it means the number of routine appointments has been reduced to accommodate this; and the surgery is one Doctor short until August when the new Doctor starts. At the moment it is causing problems for reception staff as they try to explain the new system to patients and patients seem to resent having to wait for a phone call. Doctors also find it frustrating having to continually call patients who do not answer their phones. A change of name was a suggestion (e.g. First Contact or similar) and a display is to be arranged for the surgery in place of the questionnaire information.

### **Treasurer's Report**

Finances stand at Current account £22.42, petty cash £27.35 and deposit account £4909.37. The wallet has not been claimed and advice was taken from the police and they had no report of a loss being reported. £75 was raised from the Easter cake raffle and a letter has been sent to donor. £33 has been raised from book sales. We have received the invoice from NAPP for affiliation and this is £30.

### **AGM**

John Floyd from DHU, who is director and lead for patient and public involvement (PPI), will speak about out of hour's services. Room is booked and date is June 21<sup>st</sup>. SL to organise advertising. (SL)

### **Pre-diabetes Event**

The date decided unfortunately coincided with a surgery meeting so the aim is to try and change to May 30th. Letters are to go out to patients with Impaired Glucose Tolerance and advertise to try and attract those with family history of diabetes. Also, posters are to be displayed. Problem is that we are trying to attract patients probably not known to surgery. Still waiting to hear from Dragon re use of marquee. Need to check insurance. Information provided will be exercise, waist wise, smoking cessation, diet and podiatry. (SL)

### **Hire of Old School Facilities**

We have been advised that from June there will be a cost of £4.70 per hour for use of facilities. This was agreed and hopefully from next year we will be able to use the new surgery.

**Care Quality Commission** national workshop to plan how PPG might work with CQC in the future in monitoring of standards of care in primary care services was held on April 12<sup>th</sup> and we were fortunate that MH was able to attend and provide a report for us. NAPP were represented and about 70 PPG delegates. No conclusion was reached but PPG will probably be able to input into self-evaluation reports provided by surgeries. Patient surveys carried out will provide valuable information and PPG can ensure these are open and honest. Reports from the 111 service suggest that this more personable than NHS Direct and patient experience feedback has generally been good.

### **Staff meeting**

CT was asked to provide a short overview of PPG activity to surgery staff. (LS and CT)

Next PPG meeting is Thursday 17<sup>th</sup> May 2012 at 7pm at the Old School. Agenda Items please forward to Sally.

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