

Speaker	WILLINGTON SURGERY PATIENT PARTICIPATION GROUP MEETING Held Thursday 19th January 2017	Actions
	<p>Present: Joan Burton , Pat Harvey, Margaret Hooley (Chair) , Sally Lovatt (Vice Chair) Colleen March (Minutes), Michael Pritchard, Louise Scheck (Practice Manager), Val Shelton, Chris Thorne, Ann Wood,</p> <p>Apologies: Christine Bould, Barry Whiting, Janice Heier, Joyce Hargreaves</p> <p>One correction required within November 2016 mins – Louise Scheck provided surgery update to the group – not Margaret Hooley as recorded, otherwise minutes agreed as a true record.</p> <p>SURGERY SELF BOOK IN SYSTEM: Follow up discussion took place regarding some problems being encountered by patients who struggle to use the self-book in equipment. Louise wondered if any of the PPG members might be available to attend and support/ help patients with the self-service book in system – busy times Monday and Friday mornings 8 am – 11am. Val Shelton kindly offered to help, name badge to be supplied for Val.</p> <p>JOINT PPG MEETING – NOV 2016 – Margaret advised the group that she felt the meeting had gone well, and all members who attended agreed they felt more positive following the meeting. It was felt that all attendees came away from the meeting refreshed and re focussed. It was interesting to note that commonalities highlighted as areas of concern were identified locally i.e. Diabetes and Dementia – these topics providing a baseline for PPG focus.</p> <p>SURGERY UPDATE: Louise advised the meeting that there were some new / different ways of working that are to be implemented. The Derbyshire Commissioning Network is divided into 4 localities. – Willington Surgery will be based in the City South locality along with 9 other practices which include: Wellbrook, Village Medical Centre, Chellaston / Melbourne Surgery, Lister House, Parkfields. These are just of few of the surgeries included. Louise explained that there are to be ‘face based groups’, whereby surgeries are expected to look at local arrangements and come up with ideas to improve services for patients – to help reduce Hospital pressures. One meeting has already been held – meeting /greeting staff from other local surgeries. One idea which has seemingly been successful is the introduction of an Advanced Nurse Practitioner, whose role is to train up staff in local Nursing /Care Homes, in the hope that GP visits will be reduced. It is hoped these new Nurse Practitioners will work seamlessly between Social Services and Derbyshire Community Health Services to prevent patients being admitted to Hospital.</p> <p>Erewash CCG has been part of a pilot scheme in relation to these new advanced Nurse Practitioners – and the scheme appears to have worked well with greatly reduced GP visits into Nursing/Care Homes, and also fewer hospital admissions.</p> <p>Another initiative put forward is the idea that Derbyshire Community Health Services who employ District Nurses and the Community Nursing Teams are also encouraging practices to share their Nursing resources. Wellbrook and</p>	<p>Pg 1</p>

Willington Surgery – are now both sharing these Nursing teams, as a new joint way of working.

DEMENTIA TEAMS: Sally advised the meeting that local ‘Dementia Teams’ were now in operation. A ‘single point of access’ is located at Oaklands in Swadlincote. This team can be called upon as and when areas of need are identified, the teams are quick acting to support members of the public who are identified as requiring support with mental health/ dementia related conditions.

Val Shelton praised the local Community Nursing Services (Adult and Mental Health Services). Recent experience / feedback highlighted this team being providing exceptionally good services locally.

Community Matrons/ Community Care helpers. Louise advised the meeting this reasonably new staffing team have provided an invaluable service locally for patients who have recently been discharged from hospitals. These patients are deemed to be quite vulnerable and the care workers visit patients at home soon after discharge to ensure their medications are in order, and to ensure all their needs are being met, to avoid further hospital admission wherever possible. The workers are shared between 3 GP sites – and this new way of working is proving very helpful indeed.

CCG SELF ASSESSMENT FORMS: Margaret presented to the group a self-assessment document which she had received from the CCG for completion. PPG members were asked to self-assess the performance of their groups – subject matters were broken down within 5 categories: Fundraising and Finance, Leadership and Governance, Planning and Evaluation, PPG members and Communication and influence.

It was felt that the document / questions contained were somewhat of a corporate nature – rather than been aimed at voluntary groups. Members at the meeting felt the tone of the questions were somewhat uncomfortable and inappropriate for volunteer groups. The assessment was completed, with relevant feedback to be sent through to Claire Haynes at the CCG.

TREASURERS REPORT: Margaret confirmed Petty Cash - £21.86p, Current Account £319,76p, Reserve accounts £908.35p. £2,000 had been paid to surgery for equipment. Sally is in receipt of £80 from book sales, this will be passed onto Janice – Treasurer.

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CHILDRENS BOOKS - Louise asked members if it would be possible to secure a shelf on the bookcase in surgery for the sale of Children’s Books, this was deemed a good idea.

Appointments on line: Chris Thorne enquired from Louise if surgery still produced appointments to book on line as she had been having difficulty accessing this system. Louise confirmed patients should be able to access on line appts from 8 am, Louise will check the system.

Excellent Service feedback: Val Shelton wished to feedback what an excellent service her neighbour had received from both GPs and Pharmacy staff recently. Val could not praise both areas of staff enough for the high quality care provided.

Health watch: Louise confirmed that Health watch staff members had spent some time recently in surgery – speaking with patients, and was delighted to receive positive comments from patients regarding surgery performance.

Next meeting Thursday 16th February 2017 7 pm

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