

# Willington Medical Practice Patient Participation Group (PPG)

**Thursday 21<sup>st</sup> July 2016**

**Present:** Joan Burton, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge, Sally Lovatt, Michael Pritchard, Val Shelton, Ann Wood,

**Apologies:** Ralph Bacon, Christine Bould, Yvonne Date, Joyce Hargreaves, Colleen March, Louise Scheck, Chris Thorne,

## **From the last meeting**

A letter of thanks has gone off to Fred Spencer who audits the PPG accounts and waives any fee as a contribution to PPG.

## **Persimmon Homes Donation**

PH reported that he has contacted Persimmon and their PR and advertising department is dealing with the issue of some sort of presentation of the INR device and they will come back to the group.

## **Health Event**

All committee members provided full support and those patients and stallholders attending were very pleased with the event. Numbers attending were low but sufficient to make the event seem busy and feedback from patients was positive. One attendee commented that 'patients shouldn't complain if they are not prepared to see what the surgery has to offer and to hear what they have to say'. The committee were unanimous in their thanks to Christine B for all of her hard work in booking the stallholders, organising the layout, organising the committee and then thanking stallholders after the event. It was a huge amount of hard work and much appreciated. Has any of the committee got any photos to share?

## **Treasurer's report**

C/A £206.66; R/A £2907.45; Petty Cash £21.86. Expenses for this month include the refreshments for the health event and a cheque was issued for £30.15 and £40 for the affiliation fee for NAPP. About £40 in book money was received.

## **Any Other Business**

### **Surgery Update**

A new doctor will be starting in August, Dr Iain Maronge.

### **Minor Injuries Service**

The aim of this proposed new service is to spread out specialities and make all services accessible to all patients. The questions raised were around staffing and finance for this and would other services be cut or affected. Our response included questions around consistency of services, sharing services between practices and consideration of transport problems.

### **Training for PPG members**

MH had asked Claire Haynes for feedback on the questionnaire completed by PPG members. Apparently only 2 PPG groups responded out of 56. MH reported that Wellbrook surgery had approached her about some joint sessions and shared speakers. There was some discussion around holding a meeting and invite all local PPGs to join us and share ideas. (November?)

### **Heather Wheeler Visit**

PH had organised a meeting with MP, who then came to the surgery to meet Dr O'Hara, Dr Cowley and Louise. The MP had contacted CEO of CCG and the suggestion made was to try and change the contract with the developers and the surgery regarding rental of first floor rooms as this is causing huge financial implications for the practice. The MP claimed that efforts are being made to put the patient at the heart of the NHS and there are plans to improve collaboration and communication between surgeries so that specialities can be shared. This should also involve more CCG support.

### **CCG Statistics**

PH voiced concerns that CCG are not using statistics and feedback on services to evaluate and therefore improve quality of services.

### **Health Events**

Suggestion one was to target young people but generally schools provide good services and young people do not tend to be concerned about their health and would be unlikely to attend.

Suggestion two was to target young mums and it was suggested that a questionnaire was devised to ascertain interest. (Attached draft). It could be handed out at pharmacy, via midwife and surgery and possibly toddler groups.

A member asked if there was an average cost for missed appointments. **(LS?)** MH suggested that more messages could be displayed on 'TV' screens in waiting room. Items such as number of missed appointments, introduce staff or forthcoming events. **(LS and Ross?)**

Next meeting 15<sup>th</sup> September at the surgery

Agenda Items please forward to Margaret

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