

Speaker	<b>WILLINGTON MEDICAL PRACTICE</b> <b>PATIENT PARTICIPATION GROUP MEETING</b> <b>HELD THURSDAY 21<sup>ST</sup> APRIL 2016</b>	Actions
	<p><b>Present:</b> Ralph Bacon, Christine Bould, Joan Burton, Ros Farrow (GP), Janice Heier (Treasurer), Margaret Hooley (Chair), Peter Horridge, Sally Lovatt, Colleen March (Minutes), Michael Pritchard, Louise Scheck (Practice Manager), Val Shelton, Chris Thorne.</p> <p><b>Apologies:</b> Yvonne Date, Joyce Hargreaves, Pat Harvey, Ann Wood</p> <p>March 2016 minutes agreed as a true record. Actions arising from previous meeting: Louise to contact Diabetes and You. Sally Lovatt had also been trying to contact this department, answer phone messages left – but no feedback received to date. Sally will try to contact the Diabetes department again.</p> <p>INR Machine is now up and running in the surgery, Peter will arrange with Burton Mail – photo shoot to raise awareness of the financial contribution received from Persimmon Homes, which has enabled purchase of this equipment.</p>	<p>Sally will try to contact Diabetes and you team</p> <p>Peter to arrange photo shoot</p>
Louise	<p><b>Surgery Update – Proposed Loyalty Card:</b> Discussion took place around the ‘Friends of Willington Surgery’ loyalty card. Bespoke Inns had kindly agreed to support PPG Patients who attend their local Public Houses /Restaurants by offering a 4% discount on meals purchased – along with providing an additional 4% towards the PPGs fundraising causes. There had been some concerns that take up of this scheme by patients could be perceived as ‘Commercial Activity’, however it was agreed at this meeting that if the loyalty application forms are headed clearly PPG members/patients - and obtained only via the Pharmacy area (not directly within the G.P surgery area), the scheme would be deemed acceptable. Michael confirmed that Sally (Pharmacy) was happy to keep the forms for distribution to any patients (who may wish to take up this opportunity) within the Pharmacy store area. Discussion about a possible mail drop to promote the loyalty card took place.</p>	
Louise/ Dr. Farrow	<p><b>Quality Visit by South Derbyshire Clinical Commissioning Group (CCG):</b> The surgery had recently been visited by staff working within the CC. The purpose of the visit was to inspect the ‘quality of care’ provided by the practice. The visit had left the G.P.’s and staff feeling a little depleted –linked to various misconceptions held by the CCG staff i.e. that all the rooms upstairs had been rented. G.P. staff had confirm that some rooms were rented by a variety of services on a regular basis, however, there still remained empty rooms, and this had contributed to the on-going financial shortfall linked to building rental costs Louise informed the meeting that Rob Parker (Audiologist) had agreed to sound proof room 14 and this will enable him to provide accurate hearing tests/ Audiology Services.</p> <p>The Southern Derbyshire CCG has over 100 G.P. practices. The Government had recently advised all G.P.’s will receive additional funding. G.P. ‘action plans’ may also prove helpful, but all will take time to implement. There has been discussion regarding building ‘hubs’ to support G.P.’s who are struggling to see their patients, but any actions will take at least 4 years before fully implemented, this will not help ease the current workloads along with the current lack of young G.P. trainees. G.P.s and practice staff felt uneasy after the visit – there was a stark realism that additional funding is required. There was positive feedback from the CCG visit in relation to the ‘good practice’ provided by both G.P.s and administration front of house staff.</p>	

	<p>The Chief Executive of the CCG has agreed to visit the surgery to discuss on-going concerns, 23<sup>rd</sup> June 2016. The areas Local Medical Council (LMC) will also be visiting the surgery within the next few weeks.</p> <p>Louise confirmed that a position within surgery has recently been offered to a male G.P. – hopefully this will be accepted. Louise has continued to use Locum Doctors to cover surgeries, pointing out that she is currently on Locum number 18, due to on-going staff shortage. G.P.s are working hard to try and provide cover for each other during the holiday periods Louise acknowledges this does place extra pressure on the Doctors, who are already extremely busy.</p>	
Janice H	<p><b>Treasures Report:</b> Janice confirmed that a cheque for Persimmon Homes had been received to the value of £900; this had been granted via the Persimmon Homes North Midlands – Community Champions Budget. Janice had also transferred £1,400 from the reserve account to pay for fridge, vaccine bag, ear syringe equipment, and chair based exercise weights. £358.80p has also been paid for a 4 screen courtesy panel for use within surgery. This leaves a reserve balance of £2,907.45p. £206.66p is held in the current account, and £21.86p in petty cash. Book sales within the surgery had raised a healthy £278.63p, during the year, donations received amounted to £1,083.00p and fundraising had raised £2,000.00p. Additional payments made - £40 affiliation costs and £24 to Southern Derbyshire Lottery grants had been made, however the financial position remains healthy.</p> <p><b>Easter Raffle:</b> The raffle was very successful raising a total of £450.00p many patients had mentioned how nice the display table had looked, with a good selection of prizes being available.</p>	
Margaret H Peter & Colleen.	<p><b>SD Clinical Commissioning Group – PPG Event:</b> Margaret briefly discussed the event which had taken place a few months earlier. The CCG had requested feedback as to how they could help PPGs. Peter suggested it would be helpful to receive training - he also confirmed it would be helpful if the PPG could receive a breakdown of how the CCG allocates/ spend monies linked to Primary Care. Colleen suggested it may also be helpful to all PPG groups in the Southern Derbyshire area could receive / have access to the quarterly 'Complaints/Concerns' reports, this would help PPG members understand the current themes and trends occurring within this area/ nationally.</p>	Margaret to feedback comments to CCG
Christine B	<p><b>Health Event Wednesday 22<sup>nd</sup> June 2016.</b> Christine provided an update on 'where we are at' with the event: time of the event confirmed as 4 pm – 6.30 pm.</p> <p><b>Arthritis Care;</b> will attend with a stand, advertising new projects and literature they have on the day.</p> <p><b>Pain Management:</b> Living with Long Term Conditions, Christine is still trying to contact this service to request their attendance.</p> <p><b>Diabetes:</b> Sally has contacted the Diabetes team, and is currently awaiting feedback. It is hoped in the future that a Diabetes group can be formed locally to patients to access.</p> <p><b>Dementia</b> – Hazel has been contacted and has agreed to provide two Dementia Friendly sessions. Discussion took place regarding access to the sessions i.e. patients / staff working within local businesses etc. Christine confirmed that it is hoped a staff member from the Alzheimer's Society would be present the event to 'man a stand'.</p>	

	<p><b>Healthy Lifestyles:</b> Active Nation; which is a new exercise programme, has agreed to send a staff member along to promote Healthy Living.</p> <p><b>Weight Loss:</b> - Christine confirmed that she had spoken with 'Martin' who offers a 12 week rolling programme – the courses are held at Etwall.</p> <p><b>Healthy Walking:</b> Rosliston Forest 'Get Active in the Forest' This group had also agreed to attend the event, with the provision of a stand. The group offers Nordic Walking, Senior Cycling etc. There is also a weekly walk held locally – setting of from the Dragon Public House.</p> <p>Suggestions from the group for possible further invites: Chair Based Exercise, Pilates, Slimming World, Weight Watches.</p> <p><b>Drinks /Nibbles for the event:</b> Christine has spoken with staff within the Dietetic department, who had suggestion basic finger foods i.e. humus salsa dip / along with low fat mild for drinks, flavoured waters and sugar free drinks.</p> <p><b>Advertising the event;</b> Suggestions put forward : G.P. newsletter, local Parish website, T.V. screen shown in surgery, local village Notice Boards, local W.I groups, Ivy Club, Craft Club, Eggington Jubilee Club, Chimneys Power Station, Schools webpage, Willington Marine, Mail shots locally.</p> <p><b>PPG Annual General Meeting;</b> this will be held on the 19<sup>th</sup> May. Sally kindly agreed to provide Posters to advertise AGM. Advert also to be placed on Surgery website, Surgery TV screens, and PPG Face Book page. Poster also to be placed on Surgery front of house desk... It was agreed that an update on the PPG's achievements this year will be placed on any hand outs printed. Peter also suggested placing a recorded message on the surgery answer phone system (for patients who are on hold in the queue tel system) to promote this (and other) events.</p> <p><b>AOB;</b> Peter will speak with Louise directly regarding some concerns linked to timely receipt of patient's results.</p> <p>Christine B advised that the Local Parish had advertised for local organisations to provide a 5 minute update at their Annual Council General Meeting. This update is an opportunity for local groups to share what they have achieved during year. Meeting to be held 12<sup>th</sup> May, Christine and Margaret kindly agreed to attend – representing the PPG.</p> <p>Next Meeting (AGM) May 19<sup>th</sup> - 7 pm all welcome.</p>	<p>Sally to provide Posters</p>
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