

Willington Medical Practice Patient Participation Group (PPG)

Thursday 18th January 2018 at Willington Surgery, Kingfisher Lane

Present: Chris Baker, Joan Burton, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge, Sally Lovatt (secretary), Val Shelton, Vic Wright

Apologies: Christine Bould, Colleen March (Vice chair), Louise Scheck, Gareth Tully, Christine Thorne, Ann Wood

From the last meeting

The minutes of the last meeting were approved. The minutes will now be posted on surgery website and PPG notice board.

PPG Leaflet

The leaflet, advising patients on 'making the most of a GP appointment', has now been approved by the GPs. This will be emailed to committee members and printing will be arranged. The committee were asked to think of questions that they would like the answers or have been asked by other patients. Please email suggestions to the group so that our next leaflet can begin to take shape. This will be in the form of Q&A. (SL and PeH)

Mat at front door

A local carpet fitter has been contacted by LS for advice and price. (LS)

Recorded messages on waiting room screens

The system is provided by CCG and videos are supplied but the practice can install their own. LS and GT to liaise to build up Willington programmes. A GP from another surgery has shared a video that compares costs of services and effects of missing appointments that could be utilised. It was suggested that some of the messages were out of date (opening hours over Christmas) and some of the posters in the waiting room (LS & GT)

Text Messages

The group wondered if the text message could be extended to emphasise the importance of attending appointments. LS will liaise with reception manager. (LS)

Tea Parties

There have been 2 successful group meetings and a leaflet produced to promote local activities. The third meeting in January was cancelled because there was a local lunch and illness affecting a number of members. Some patients identified, who may benefit from coming along, did change their minds on the day. It was suggested that lonely people do not always have the courage to join a group. Interestingly there is now a Minister for Loneliness so we are obviously trying to provide support to the right group of people but we have to find the right way to go about this. We may consider 'drop in' afternoons and advertise more widely.

A group of teenagers are also to be invited to a forum to discuss the best way to engage them in using the surgery appropriately. Questions, such as, where to get advice and confidentiality will be among the questions covered. The date for this still has to be arranged. (LS)

Treasurer's report

The surgery has presented an invoice for the ECG machine but there was a problem so this has still not been paid. There is £4036.26 in C/A and £21.86 in petty cash. £20 has been paid to register with SDDC as fundraisers. A 'Lucky Squares' winner has donated £50 back to funds. £155 has been raised from the sale of books. Funds therefore stand at £4221.26 but at least £2825 is already earmarked for the surgery. A secure box for book money was suggested to save patients adding to the queue at reception.

Surgery Update

The new Practice Manager started work at beginning of January and is settling well. Unfortunately LS has been unwell.

Any Other Business

PPG Suggestion Box

There was one suggestion.

'To be able to email niggles and worries without making an appointment.'

This was discussed and while we could see why this suggestion had been made but it means someone has to monitor emails and really the phone call service is more appropriate for this type of concern.

Making SPACE

Making Space is a Dementia Support group and throughout every month there is a choice of activities at various locations. It was suggested by JB that we should find out the dates and activities and arrange a poster.

VW suggested more advertising on screens in surgery as his golf club raises a lot of money by this sort of sponsorship. We were unsure whether commercial advertising would be in line with NHS policy.

CB suggested that the surgery website highlights the specialties of the GPs and possibly a photo. He also suggested that we highlight the most appropriate websites for patients to get accurate, valid information and volunteered to write a piece which may be used in the Q&A leaflet or another leaflet.

SL advised the group that gluten free foods are no longer to be supplied on prescription and there is also a self care policy that advises on short-term conditions, which can be treated by Over the Counter medication rather than prescription. This includes homeopathy and medication with limited clinical value. The question of an Easter Raffle was considered.

JB suggested photos of the staff in reception and also researching the activities provided by Making Space (see above)

PH brought up the issue of Facebook (we have 17 followers) and the local 'spotted Repton', 'spotted Willington' groups etc., which have huge number of followers. There have recently been some negative comments about the surgery that the surgery declined to comment on. It was felt that perhaps a standard reply should be available that may suggest that those feeling the need to complain on social media actually complain using the normal channels. It was suggested that there might be a NHS policy to deal with this. NHS Choices has comments made by patients on NHS services.

VS suggested a more adventurous fundraiser, possibly similar to the afternoon tea held by the Repton Care Group many years ago. This was agreed and a possible plan would be a late afternoon/early evening in July, possibly with music. We would look into some help with fund raising and suggestions were Toyota, Dragon, Co-op. Thinking caps on!

Next meeting is Thursday 15th February 2018 at the surgery at 7pm
Agenda Items please forward to Margaret

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