

# Willington Medical Practice Patient Participation Group (PPG)

**Tuesday 15th January 2019 at Willington Surgery, Kingfisher Lane**

**Present:** Roger Blankensee, Christine Bould, Joan Burton, Holly Goodrich, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge (vice chair), Sally Lovatt (secretary), Val Shelton, Christine Thorne, Ann Wood, Vic Wright

**Apologies:** Chris Baker, Sue Carter, Pat Harvey, Colleen March, Gareth Tully

## **From the last meeting**

The call screen colours have been changed and 'are not suitable for those with visual impairment' rather than 'are suitable for those with visual impairment' was the amendment required. The minutes of the last meeting were then approved. The minutes will now be posted on surgery website and PPG notice board.

## **Mother and baby Group**

There has been no response from midwife or health visitors relating to forming a new group. The group was aimed at those new mums from just before delivery until about 6 weeks after delivery to help provide contacts and support. January - nothing to add. SL and /or HG to try and contact midwife to check for interest/progress. (SL/HG)

## **Grant**

There has been no more information on the question of funding through Alexin.

It was suggested that we might try and get funding towards leaflet distribution expenses. It was suggested that if we were willing to share the leaflet with other surgeries in the collaborative, to customise, then funding might be more readily approved.

## **Website**

CBa suggested that a list of GPs and their specialities/CV (and possibly a photo) could be added to the website. This would also be useful for patients to identify GP trainees. HG commented that there is a proposal to share a GP timetable on the website. (Projects being planned or considered)

## **Call Screens**

HG explained that this problem has been reported to SystemOne and we are one of several surgeries to complain but it is now 'out of hands'.

## **Treasurer's report**

Currently there is £5197.96 in the account and £17.86 in petty cash. £80 was received from book sales making a total of £901 since April 2018. £20 has been paid for lottery registration.

## **Surgery Update by HG**

There will be around 90 videos uploaded onto the surgery website to promote 'Self-Care'. There will be a form of 'self-triage' to help patients to decide where to go to for advice or treatment. Conditions such as sore throat will be covered by well-known GP, Dr Sarah Jarvis, from the Jeremy Vine Radio 2 (among others) programme.

HG asked if the committee were happy to consider that the donation in memory of Mabel Stanley should be used to provide a notice board outside the surgery. ViS commented that plastic, although expensive is more long lasting than metal and VaS confirmed that the metal notice boards provided by the parish Council in Willington are already starting to leak. **HG to check with Assura**

The management team are still monitoring the use of 'on the day' appointments to ensure staff are using appropriately.

There is a new texting service, MJog, which can be used as an appointment reminder and also for health campaigns. To date the biggest advantage has been the facility to enable patients to cancel their appointment up to one and a half hours before the appointment time. There have been 52 cancellations by text and that has reduced the occurrence of non-attendance considerably. It has been possible to fill those appointments when the cancellation has been received.

There is also the facility to request feedback to supplement 'Friends and Family' feedback. The patients are asked to rate their visit on a scale of 1-5 (poor- excellent) and leave a comment as to the reason for this rating.

### **PPG leaflets**

The meeting held with the first aiders from Willington Marina was very useful and positive. There has been feedback from 4/8 of the attendees and PeH will summarise and inform the group. Most of the changes are quite minor. It was suggested that the information that summarises where to go/what to do is on the inner front page and SL will update this. PeH suggested that it might be possible to get sponsorship from one/some companies at the Marina towards printing costs. There is some work to do on getting quotes and organising printing. The Marina management were really keen to help with distribution.

**SL/PeH**

### **Meeting Time**

There has been better attendance at meetings since the change to morning meetings so it was decided that this was the preferred option until further review was considered a requirement.

### **Health Event**

The date will be 19<sup>th</sup> June 2019 which is a half day closing for the surgery from 4-7pm (approx.). There was considerable discussion about the topics to be covered. CBo has contacted Derbyshire Carers (Lisa) and asked for a representative from their organisation. It was suggested that we ask patients what they would like and get some feedback (SL) and maybe have more informal groups rather than displays with a table 'as a barrier'. Although the last event was a success it was not well attended and we need to consider how this is managed. 'Spotted' Repton, Willington etc could be used as well as posters and the website. As many comments on these sites tend to be negative this would have to be well managed to ensure that we give a positive standard response to discourage any negative comments.

**(SL)**

### **Any Other Business**

JH wondered whether there should be any requirement for PPG members to sign a Data Protection/Confidentiality policy.

**SL/HG to consider**

JH commented that the Surgery Newsletter is so much more appealing in colour.

The tree planted in memory of Mary Ross was again discussed and JH will find receipt and HG will check with Assura and we will try and get another tree as a replacement and plant in a more suitable location.

**HG and JH**

Next meeting is Tuesday 19th February 2019 at the surgery at 11am

Agenda Items please forward to Margaret Contact: [mhooley.hoolmarkprt@btinternet.com](mailto:mhooley.hoolmarkprt@btinternet.com)