

Willington Medical Practice Patient Participation Group (PPG)

Tuesday 21st January 2020 at The Dragon, Willington

Present: Sara Bains, Chris Baker, Christine Bould, Joan Burton, Sue Carter, Holly Goodrich, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge (vice chair), Sally Lovatt (secretary), Val Shelton, Christine Thorne, Maisie Trotman, Ann Wood, Vic Wright

Apologies: Colleen March, Pat Harvey

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

From the last and previous meetings

Mother and baby Group

(Update)The midwife has said she is still interested in the formation of this group and has said she will speak to Health Visitors

Website

CBa suggested that a list of GPs and their specialities/CV (and possibly a photo) could be added to the website. This will be mainly covered by the PPG leaflet available on website. Update from HG: A new website is planned within next three months which should have the type of information suggested.

Treasurer's report

£7184.54 C/A (this includes money donated for blinds and will be paid as soon as they are completed) and £10.97 petty cash. £573.60 has been transferred for outdoor notice board and £163.17 for booklet delivery. £108 fashion show commission has been transferred to the account from surgery and PPG have paid £36 to HG for prosecco (fashion show event). A cheque was needed for £20 for the Gaming and Lotteries Licence. £95 was received in book sale money for December and £64.50 for January. £10 was paid out from book money for a taxi for a patient when GP had concerns about safety getting home.

Surgery Update by HG

The Primary Care Network plans to engage 2 pharmacists and a business manager to provide service to the eight practices.

The social prescribing link workers will become an integral part of the multi-disciplinary teams that are part of Primary Care Networks. Two positions are offered and there have been a lot of applicants.

Change of venue meant that only one applicant was interviewed recently and although very employable they did not have the experience to 'mould' the role

Social prescribing does not affect the pharmacy (raised by AW) as it essentially sign posts to services or care support and nothing to do with medication.

PeH very helpfully sent a link to an article on Patient Info:

https://patient.info/news-and-features/what-is-social-prescribing?utm_source=PI_Newsletter&utm_campaign=1268714_PI%20Newsletter%2041st%20edition&utm_medium=email&utm_content=what-is-social-prescribing&dm_i=4HSP,R6Y2,1P1W3Q,391TG,1

Audiology services are not likely for Willington as provided at Hilton and all SpecSavers.

Blinds for upper windows were not fitted on 15/1/20 as promised so HG has been in touch with sales rep who is trying to sort for us. If they are still awaiting manufacture it is likely a refund will be requested. The fitter coming to measure was excellent but service from the company has been poor.

A representative for ECG devices is coming to surgery to demonstrate ECG machines on site as the issue has been around connectivity and technology so this should ensure a suitable device.

Appointments at the HUB now include phlebotomy, smears, physiotherapy appointments (including MSK and steroid injections) at weekends and evenings. NHS health checks were suggested and long term condition reviews although the latter really do need continuity of healthcare professional. There have been no appointment complaints and there has been a 60% reduction in phone calls at 8am. The surgery is promoting NHS app and SystmOne on-line for appointments but as SB commented if you don't need, you don't look and aren't aware. SC suggested a reminder on 'Spotted'.

Future Plans

Skin Lesions

The group plan to host an education event on 'Skin Lesions'. Dr Maronge has agreed to deliver the presentation at a Wednesday afternoon Quest session (Wednesday 13th May) so that staff could be updated as well as interested patients. The suggestion is identifying suspicious lesions and skin care and prevention of skin lesions. (HG)

Carers'Event

Lisa Barker from Derbyshire Carers is attending the next PPG meeting and Helen Yates, Derbyshire Carers staff member responsible for education of Young Carers, will attend the meeting in March. A small group discussion is being held at the surgery next Wednesday with an invited group of patients who have been carers. We are asking them to share their experiences to help inform our strategy for carer support. It was commented that the support for carers after their loved one has passed away could be a big change because carers and health care professionals support the carer while looking after the 'cared for' patient and then suddenly their services end and their support has gone.

Recycling Inhalers

CBo questioned whether inhalers could be recycled and Michael confirmed there is no formal recycling programme in place at Willington. CBo checked with GSK who do have a scheme but they say they have enough outlets with recycling facilities. Their website suggests the nearest pharmacy that takes inhalers for recycling is Dean & Smedley at Hollybrook.

CBa suggested recycling in domestic waste as long as inhalers are taken apart.

Information on the recyclenow.com website states:

What to do with

INHALERS

All used inhalers should be returned to a pharmacy to be disposed of safely.

They can be disposed of by the pharmacist with other drugs waste, this is then thermally treated to destroy the greenhouse gases. This environmentally safe disposal route is available at all pharmacies and is paid for by NHS England.

Alternatively it is possible to recycle Inhalers at those pharmacies participating in the GSK scheme.

For more information visit the [Complete the Cycle website](#).

VS suggested that there should be a nationally accepted recycling standard and comments were made that South Derbyshire is particularly restrictive.

Dragon Loyalty Card

This has been discussed before but brought up again as Dragon anxious to support community interests. It is suggested that those with a loyalty card can use it and the benefits go to the PPG rather than the cardholder. This way the practice is not promoting the Dragon and it is the PPG benefitting in the same way we use the various donors in the community for raffles and support for events. CBo updated the group that Kelly has left the Dragon and she was our contact for community

support. SC added that the 'Coffee and Company' meetings at the Dragon (which are going very well) have been offered the same facility and have a meeting on 28/1/20 for clarification of details and this will be shared with this group when available.

PPG Chairs Meeting

(From Margaret's notes)

Well it happened at last. Including me there were 5 PPG Chairs in attendance and three PPG chairs were absent. Bev from Parkfields Surgery was the Chair presumably as she was the one who was asked to arrange the meeting.

We didn't have a brief at all so the three Aspiro surgeries took up most of the meeting with their comments (Haven, Hollybrook & Sinfin and Parkfields Surgery). No formal minutes/notes were taken but when at the end I said I would be feeding back to my PPG, concern was expressed about misrepresentation and therefore the others decided we needed notes of the meeting so we all agreed to circulate what had been said.

My recollection is what is included below and have sent to them:

Just to confirm my understanding that we are part of the Derby City South Primary Care Network (PCN) which includes: Alvaston Medical Centre, Chellaston & Melbourne Medical Centre, Haven Medical Centre, Hollybrook and Sinfin Medical Centre, Parkfields Surgery, Village Surgery, Wellbrook Medical Centre and Willington Surgery.

We agreed to hold our next meeting on the 19th February 2020.

Bev agreed to contact and invite PPG Chairs who were not at the meeting from Chellaston & Melbourne Medical Centre, Village Surgery and Wellbrook Medical Centre.

We discussed the Lay Reference Group and Bev expressed concern that the venue for the next meeting was to be held in Chesterfield. There were also concerns by those who attend this Group of the lack of clarity on the purpose and more importantly lack of feedback and action agreed.

Discussion around problems accessing GP appointments - in particular Haven, Hollybrook & Sinfin and Parkfields.

I suggested sharing PPG meeting notes but concern was expressed around confidentiality.

Good discussion around holding of Health Events and sharing experiences across the PCN and potential joining with other GP practices.

I mentioned Willington PPG did fund raising but the Aspiro health centres thought they would need to seek permission to do this.

PCN meetings at Practice Manager level - I suggested we need to link with this Group so that we are aware of their priorities and potentially this may be a steer for our meetings to possibly support these priorities / actually getting a view from the Practice Managers on what they consider our meetings should focus on.

MH asked HG for the expectations of other practice managers in the PCN for PPG joint meetings.

Vic suggested bringing a deputy with him to the next meeting so that he has a representative if required. Other PPG Chairs to consider this option as well.

MH also asked for a deputy if she is unable to attend.

Briefly discussed the information leaflet that Willington PPG / Surgery have produced and Brenda asked for details on cost, circulation etc. She also mentioned have we got a copyright on this leaflet. I

will check this out. We don't and it should have been obtained at the beginning of the process. We will 'copyright' the downloadable version.

I spoke about sharing what we have discussed with my PPG colleagues but concern was expressed that we should be cautious and ensure we are consistent on what we report back to our PPG so to avoid any misunderstandings / discrepancies in what is said.

Any Other Business

Patient Suggestion

A patient has suggested defibrillator training for patients. It was suggested that although there is a defibrillator at the Co-op that the first place patients might go would be the surgery.

MT commented that the tone (or bing-bong) that comes as the GP appointment appears on the screen in the waiting room is not working. HG aware and an error has been reported.

PeH asked about JOG Derbyshire and the PPG offer of funds to support.

SB suggested more positive messaging in the waiting room. Most messages promote fear rather than encouraging better health. For example, '90% of appointments were attended' rather than '10% were missed'. Possible trial of one topic. **HG** to look at poster portal. **(HG)**

SG suggested a support group for patients with health anxiety. HG suggested that it could be a PCN development held on neutral ground, such as British Legion Mickleover. The word 'stress' should be changed to 'pressure'. HG commented that work force absence due to 'pressure' affects others and more employers are having to provide support.

HealthWatch

An on-line summary of HealthWatch activity has been received and circulated. A number of interesting reviews are recorded. There is a survey for those using domiciliary home care which needs to be completed by end of March.

A review of support for those experiencing falls commented on the positive experience of patients attending 'Strictly No Falling Classes.

Improvement in the experience of those attending the orthotics department at RDH is recorded.

A review of patient discharge at both QHB and RDH has led to an improvement in waiting times and the target is no more than two hours wait for discharge.

Next meeting 18th February 2020 (Venue to be confirmed)

Agenda Items please forward to Margaret Contact: mhooley.hoolmarkprt@btinternet.com