

Willington Medical Practice Patient Participation Group (PPG)

Tuesday 16th July 2019 at Willington Surgery, Kingfisher Lane

Present: Chris Baker, Christine Bould, Joan Burton, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge (vice chair), Sally Lovatt (secretary), Val Shelton,

Apologies: Roger Blankensee, Sue Carter, Holly Goodrich, Pat Harvey, Colleen March, Christine Thorne, Ann Wood, Vic Wright

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

Vic Wright will be unable to attend meetings for the time being due to treatment and ill health but wishes to remain informed of the meetings. The committee wish him well.

From the last and previous meetings

Mother and baby Group

Midwife thinks it would be a useful group but it would have to be organised by new mums (or PPG?). This is what happens in Repton, although we weren't planning on a mother and toddler group run along those lines. The midwife will speak to the health visitor. (Still outstanding)

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. This will be mainly covered if there is a link to the PPG leaflet available on website.

Treasurer's report

£31.48 has been received as a donation from Gareth Tully and £150 was handed over in book money since last meeting resulting in a bank balance of £5995.82. A cheque for £975.50 is to be made payable to the surgery. This covers the bill for the printing of the surgery booklets. The cost of these was £39 more than expected because of printing changes. £320.95 has been raised from book sales since end of financial year.

Surgery Update by HG (in her absence a printed report was received)

Jog Derbyshire, which is a 'couch to 5k' scheme for staff and patients, is to go ahead. The cost is £30 for an eight-week programme with 2 meetings each week. The limit is 25 enrolled for course. This will start in September.

HG and SL met with donor to discuss the two projects suggested for the bequest to the surgery and these were acceptable. Quotes to be sought.

Notice board still to be ordered.

Booklet to be uploaded to surgery website. HG expressed sincere thanks to PeH and C Ba for their hard work on the leaflet.

There are no new tenants.

Julie Green, practice nurse, is retiring and a replacement has been appointed, Wendy Kendrick.

The flu clinics are provisionally booked for 21/9, 28/9 and 19/10.

PPG Leaflets

The leaflets should be delivered by 17th August.

Copy to be sent electronically to SC for 'Spotted' Willington and Repton

To SL in case anyone contacts surgery email address complaining that they haven't received a booklet.

To HG so that it can be added to website.

(PeH, SL, HG, SC)

Booklets will be delivered to households not currently registered with the surgery. Will this cause a problem if more patients start to register? **(HG)**

C Bo asked whether the booklet could be promoted on electronic boards in waiting room. (Not the advertising board by self check in). **(HG)**

Any Other Business

Fashion Show booked for 18th September.

The poster and tickets will be ready for printing and distribution by beginning of August.

On Tuesday 13th August we are planning to meet at the surgery at 10am to put together some prizes and the raffle will be started from then until the Fashion Show. We are hoping for donations of prizes from local businesses. If anyone has any contributions to the prize draw then they would be gratefully received by 13th August.

The tickets will be £5. Volunteer models so far are Ann W and Sue Horridge.

HealthWatch

After circulation of newsletters there will be an agenda item to discuss any feedback required. No newsletter has been received this month.

JH reported that she had heard a number of comments about the surgery car park being very busy. A suggestion had been that there should be an 'entrance and exit' to reduce manoeuvring and improve flow. HG will take up with Assura. (HG)

The Patient-Led Assessments of the Care Community (PLACE) meeting on 10th July **Report from Sue Carter**

There were about 30 representatives of PPGs at the meeting.

The CCG wanted to discuss the planning of commissioning arrangements.

The plans for Joined Up Care set out a vision for a more joined-up approach to health and social care, the steps that should be taken to get there and how everyone involved needs to work together to improve what we deliver. It was felt by the audience (who were quite vocal and very knowledgeable) that the partnership might work well at the top of the tree but there were large gaps eg between social services and mental health lower down.

The CCG talked about PPG networks and what would we want from them. *Do we know our network?*

Primary Care Networks (PCNs). PLACE is trying to link up the PCNs – there would be 8 areas.

We had been promised that we would be receiving copies of the notes and the results of the discussion groups but they haven't been sent through to me yet unless Margaret has received them. When they come through they will be shared with you.

There was quite a bit of talking about the fact that the CCG had quite a bit to do to get organised from a legal requirement point of view. It was quoted and discussed from the representatives that there is a legal requirement (from 2014 I think) that each practice (or groups of practices) had a PPG and many GP practices didn't have them so how can the CCG start talking about the next level up when they haven't encouraged implemented at the lower levels?

It was also commented that the CCG had a tendency to ask our opinions about their plans for new services **after** they've decided what they were doing instead of asking the grass roots what their thoughts were before decisions were made.

It was generally felt that the meeting was a tick box exercise that wasn't very well presented or planned.

Claire Haynes however reported back that there was 'really good interactive feedback'
There is another meeting on 14th August

Carers

SL, SC and C Bo met Jane Yeomans, community engagement officer, from Derbyshire Carers. They are prepared to come along to the surgery, provide a display and to help to encourage patients to understand the role of 'carer'. JY offered to find the number of carers that should be registered which is calculated using surgery demographics. Derbyshire Carers have sent some information over to surgery. The link for Carers on Surgery website is not particularly clear and some information there is irrelevant. There is definitely room for improvements to be gradually made.

JH informed the group that the Parish Council is having trouble finding room for meetings. Could speak to HG.

WI have been trying to contact or find contact details for Women's Centre in South Derbyshire and wondered if the group had any suggestions.

JH fed back the useful information and support provided by the X-Pert diabetes programme. She was surprised it had never been offered before.

JH asked for support for Young Carers gift packs being provided by WI, It was suggested 'Spotted' could be a good place to make an appeal.

The next meeting is Tuesday 17th September at the surgery at 11am.

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

Willington Surgery

Patient Information Booklet

Dear Patients,

The Patient Participation Group (PPG) of the Willington Surgery comprises a number of volunteers. It exists to help patients and GPs to assist each other, working together in a shared interest by setting out how to make the best use of the services that the practice offers.

The PPG has worked with the GPs and the Practice Manager and staff to produce the set of Patient Information Leaflets collected in this booklet, which is being delivered to every household in the practice catchment area.

Each leaflet summarises what GPs' and the practice's experience has shown to be the information patients most need in each of the topics covered. The PPG especially hopes it has managed to deal with the commonest questions patients have about getting access to services and to explain any restrictions on what is available.

The PPG hopes that you find the information we have produced for you helpful in using the surgery and allied services such as the Hub.

Yours sincerely,

Willington Surgery PPG

In line with the practices desire to ensure we keep up to date with any developments and service improvements, please check the practices web site for latest information regarding services delivered.