

Willington Medical Practice Patient Participation Group (PPG)

Tuesday 18th June 2019 at Willington Surgery, Kingfisher Lane

Present:, Christine Bould, Joan Burton, Sue Carter, Holly Goodrich, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Sally Lovatt (secretary), Val Shelton, Christine Thorne, Ann Wood

Apologies: Chris Baker, Roger Blankensee, Peter Horridge (vice chair), Colleen March, Vic Wright

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

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.

Health Event

CBo managed to contact Derbyshire Carers and cancel the request to attend the Health Event (which was postponed). Derbyshire Carers have appointed two new members to work with PPGs and the plan is to regenerate the Derbyshire Pledge to support community and primary care services as a priority and help identify carers and to re-establish Carers' Champion in surgeries. This is a key task for this practice. SC commented that there are very few carers' meetings in South Derbyshire and there are only 12 places at the monthly meeting at Hilton. SL, SC, VS and C Bo plan to meet Jane Yeomans from Derbyshire Carers as soon as possible.

Treasurer's report

£170.95 has been received since last meeting resulting in a bank balance of £5736.23. A further balance of £85 was handed over in book money.

Surgery Update by HG

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.

An X-pert diabetes course has started. There have been two of 6 meetings, held weekly, which have been very well attended by 23 patients (mainly from this surgery).

The husband of a deceased patient has offered up to £5k to fund projects for the surgery. Ideas are being considered and may include a new ECG machine and blinds for the big windows on the upper floor. These blinds would be expensive, as they would need to be electronic. The windows make the sun in the summer unbearable because of the dazzling effect and the intensity of heat.

The broadband for the surgery has recently been updated to Virgin Wideband.

HG suggested that the results of the 'Friends and Family' questionnaire should be circulated as the comments have been amazing and a great demonstration of the service provided.

PPG Leaflets

An update from PeH was received and everything is in place to confirm printing of leaflets. PeH was concerned that printing the generic email address for the surgery would cause too much work but HG has confirmed that this is appropriate as the email address is regularly monitored.

Any Other Business

Fashion Show booked for 18th September.

It was suggested that we start a raffle about a month before the event to promote ticket sales and it would enable the raffle to be drawn at the Fashion Show. CBo offered to contact local businesses for prizes and anyone with a donation please bring to the next meeting and we will make up some packages of prizes. The aim will be to make the raffle draw swift with tickets drawn out at the Fashion Show and prizes allocated in order so that the time spent is limited.

HealthWatch

SC suggested we should feedback to HealthWatch as a PPG. The newsletters have improved with electronic links to news items and relevant information. After circulation of newsletters there will be an agenda item to discuss any feedback required.

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)

CT asked for clarity on 10-minute appointments and HG explained that patients should make longer appointments if they felt 10 minutes was insufficient.

Neighbourhood Development Plan Group

SC updated the group about this plan, for Willington, and in particular the sub group, Recreations and Amenities. There is funding available from new estates developments of around £96k, which has to be allocated within 2 years. A booklet describing local footpaths was suggested but Footpaths and Open Spaces group could cover this. When the railway station was planned there were access considerations made for those not able to use the steps but these were not acted upon. A lift or universal access is required. HG suggested that surveys could be handed out in surgery for ideas or comments from patients. Suggestions already made include gym equipment, benches and extra equipment for village hall

The next meeting is Tuesday 16th July 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.