

# Willington Medical Practice Patient Participation Group (PPG)

## **Tuesday 16th October 2018 at Willington Surgery, Kingfisher Lane**

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

**Apologies:** Christine Bould, Pat Harvey, Colleen March, Gareth Tully, Vic Wright

### **From the last meeting**

The minutes of the last meeting were approved and a few typos corrected. 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. October - nothing to add.

### **Appointments System**

AW reported phoning for an appointment in 2-3 days and was told there were non available. HG confirmed that there have been problems and she has been listening to the receptionist's calls. The staff have been reminded to ask for the patient's condition first because this helps determine the level of urgency. They should then offer an appropriate appointment. A head set/splitter has been ordered to help with training so that receptionists being trained can listen in to both sides of a phone call.

### **Fashion Show**

Letters of thanks have been sent to all those local businesses donating prizes. £696 was raised.

### **Mary Ross's tree**

CBo suggested at the last meeting that the tree commemorating the service of Mary Ross should be dug up and given some TLC to try and revive it. This was agreed and VS has checked with Mary's son.

### **Flu vaccinations**

CT wondered why she had heard from friends at other practices that they have been unable to get a flu vaccination at their surgery. There have been supply issues this year and HG reported that the businesses with large buying power such as Boots and Asda have been able to command stock at timely intervals in preference to surgeries (as small businesses).

### **Treasurer's report**

Currently there is £5055.96 in the account but the NAPP subscription cheque still hasn't been cashed.

### **Surgery Update by HG**

HG is contemplating a display 'you said, we did' to emphasise the response of the surgery to patients' suggestions and this is still a plan.

HG requested a donation from PPG towards revamping the reception area. The children's area needs refreshing and the display of posters and leaflets will be improved. This was agreed.

Jenny has moved to a new job and has been replaced by Belinda. Maia is a new apprentice and there is a job advert for a flexible 25-hour (varying) receptionist.

£100 has been received by the son of a patient cared for by this surgery in recognition of care, particularly Dr Farrow.

### **PPG leaflets**

PeH now has the drafts of leaflets 1-4 approved and will be meeting Dr Cowley with CBa for a final discussion. PeH suggested a trial distribution using the Marina. He suggested we distribute a paper copy and then about 2 weeks later arrange a forum to try and get feedback. The Marina has a closed Facebook page, which may be useful for contacting the group. The general feeling is that we need to try and get this leaflet off the ground now, particularly before the winter season starts with increased pressure on appointments.

## **Any Other Business**

### **Place meeting**

Verity Shelton of Village Surgery organised a meeting for PPG representatives to present information on the use of Hubs. CT went to represent this surgery. CT reported a poor attendance; of 15 accepting the invitation only 3 attended. The leaflet promoting the Hub suggests appointments can be made on line but currently they can't. Willington has an allocation of 9% of appointments and is currently using only 4%. The evening appointments are well used and popular with patients who work. It has been noted that Wellbrook Surgery are using 76% of Sunday appointments and there are a high number of appointments booked on Monday or Tuesday for the following Sunday. HG informed the group that it has been suggested that the numbers of Saturday appointments may be reduced and the number of evening appointments increased. There are very few DNAs. MH commented that the Hub is an effective facility and wondered if the option of booking weekend appointments through 111 had been considered.

### **Merging of CCG**

PeH asked whether the merger would have any effect. HG suggested that there should be financial benefits and this is how the merger had been promoted.

### **Health Event**

It has been suggested we hold the event during PPG awareness week. (3/6-8/6/19) HG has had not date for Quest sessions yet (when surgery closed for half a day). It would be best if the event could run from 4pm until about 7pm to allow all patients the chance to attend. Could all members consider topics that could be of general interest to patients? HG will mention to GPs. HG mentioned menopause and Carers were also suggested.

### **NAPP leaflet**

September newsletter was distributed and it was noted it has an article on GP online services so this will be forwarded to PeH in case it is of interest for the PPG leaflet.

### **Derbyshire PPG Conference 8/9/2018**

Minutes of this meeting were shared. There is a plan to form a Derbyshire PPG network if there is to be one CCG.

### **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. Podcasts of GPs discussing medical conditions is also an option being discussed.

### **Meeting Time**

VS wondered if the time of 11am could be changed. The timing was the subject of a lot of discussion earlier in the year so we will leave for now and if it does seem a problem discuss again in the New Year. RB asked how long it takes for the surgery to turn round requests for information from outside agencies. HG advised the group that under GDPR requests for information must be acted upon within 28 days. RB asked about availability of nurse appointments for emergencies such as wounds. There is normally some flexibility but this week a nurse went off sick unexpectedly so this does increase the pressure on appointments.

AW asked about the QA visit and basically the surgery excelled.

Next meeting is Tuesday 20th November 2018 at the surgery at 11am

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