

Willington Medical Practice Patient Participation Group (PPG)

Thursday 21st September 2017 at Willington Surgery, Kingfisher Lane

Present: Joan Burton, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge, Sally Lovatt (secretary), Colleen March, Val Shelton, Christine Thorne and Dr R Farrow

Apologies: Christine Bould, Michael Pritchard, Louise Scheck, Gareth Tully, Ann Wood

From the last meeting

The minutes of the last meeting were approved. It was suggested by Dr F that the minutes are not added to surgery website until they have been approved at the next meeting.

PPG Leaflet

SL and PeH had drafted a leaflet advising patients on 'making the most of a GP appointment' using a small amount of the information on NHS choices but the GPs felt that this was more appropriate for hospital consultations and Dr Farrow distributed an article that appeared in Which? PeH and SL to work with this. Other suggestions for PPG leaflets include a leaflet on self-care and a Q&A leaflet covering such questions such as 'why can't I always see the same doctor?' Also, an information sheet clarifying clinics available (and to whom) and how long the appointments are. **(SL and PeH)**

Mat at front door

GPs have agreed to suggestion and SL made contact with Alzheimer's Society regarding colour. The information sent was that the mat should be plain and not flecked and should not be a colour representing grass, water or sky. Dr F suggested the name of the surgery on a mat and the 'plum' colour in the surgery was suggested as a good, practical option. Dr F to forward some information to SL. **(SL)**

PPG Locker

We need another labelled box for storage of provisions. **(PaH)**

Recorded messages on waiting room screens

No progress with this. The system is provided by CCG and videos are supplied but the practice can install their own. LS and GT to liaise to build up Willington programmes. A GP from another surgery has shared a video that compares costs of services and effects of missing appointments that could be utilised. **(LS >)**

Text Messages

The group wondered if the text message could be extended to emphasise the importance of attending appointments. LS will liaise with reception manager. No update as yet. **(LS)**

Tea Parties

SL has contacted Lisa Barker from Derbyshire Carers regarding a group at Willington similar to that held at Hilton. The practice is considering inviting small groups of patients (mainly elderly) to come to the surgery and chat with one of the staff members in an informal manner over tea and biscuits. PPG may be able to help with refreshments. Other suggestions include a tea party for the bereaved, patients with specific medical conditions, and for young mums. CM informed group that Home Start and Sure Start have now had funding cut, which leaves a gap for young families. PeH suggested asking pre-school mums if it would be of interest, as head teacher at Willington School did not respond. The problem with mums and children is entertaining children and providing safe facilities.

CCG and PPG

There is much concern among PPGs about the lack of engagement with the CCG. A group of PPGs from the Belper area have been trying to get a speaker from CCG but this has been refused and Claire Haines inferred that it is a really busy time for CCG and they are working on the self assessment from PPGs (completed over a year ago!) and developing PPG networks by Place.

PPG Suggestion Box

A box has been donated by Chris T (thank you, Chris!) and is awaiting installation.

PeH suggested a 'time and motion' survey for reception to try and quantify the interaction with patients and then possibly find solutions to reducing queue length. This was agreed as very useful but currently the staff are busy with a survey collating information on 'signposting' and encouraging completion of patient questionnaires. LS will action when convenient. To be followed up **(LS)**

Treasurer's report

The accounts are now merged and the balance is £3533.53. £105 has been received in book money and £5 donation from a patient who missed an appointment.

Surgery Update

No staff changes.

Dr Farrow informed the group that Louise Scheck, practice manager, would be retiring at Christmas. The group expressed its sadness as LS has been so supportive to the group and will be a gigantic loss to the practice. Dr F confirmed that an advert has appeared but it was going to be very difficult to fill the shoes of LS.

The frailty clinic at Willington is to be 14th October 2017 and support from PPG will be required on that day for refreshments.

Any Other Business

Beverley Bowman is no longer able to attend meetings and invited the group to hold the meetings at her home. The committee felt that this was not appropriate, but MH will write and thank BB and although we will miss BB at meetings she can keep in touch by email and receive minutes of meetings. (MH)

Flu Clinics

The dates for the flu clinics are as follows and the following volunteers are able to attend and promote PPG and sell '100 squares' to fund raise. £50 for winner and £50 for PPG.

23/9	23/9	7/10	7/10	28/10	28/10
9-11	11-1	9-11	11-1	9-11	11-1
Val	Christine T	Peter	Joan	Colleen	Christine B
Margaret	Margaret	Ann	Pat	Margaret	Val

Frailty Clinic

This date has been changed to 14th October but there are no details at present.

NAPP Bulletin

MH pointed out that wi-fi is now available in all NHS premises.

The group considered the survey relating to the supply of medicines of limited clinical value and medication that should be purchased and not prescribed, such as paracetamol. The results are shown overleaf.

Self Care week is 13-19th November so PPG leaflet could be promoted during this week.

Next meeting 19th October 2017 at the surgery at 7pm

Agenda Items please forward to Margaret

Contact: mhooley.hoolmarkprt@btinternet.com

Response to NAPP Survey

1. Do you agree with the principle of Clinical Commissioning Groups (CCGs) not allowing the prescribing of medications of limited or low clinical effectiveness?

Yes

2. Do you see any possible unintended consequences from CCGs not allowing the prescription of medications of limited or low clinical effectiveness?

Yes

If Yes, please give examples, as this will help give evidence to support our feedback

Limiting prescribing should be immediate for patients unless already prescribed these drugs.

In these cases the individual should be reviewed by the GP and consideration made of 'placebo' effect, the fact that patient may have tried many other medications and the risk of causing unnecessary anxiety which may result in more visits to the GP

3. Do you agree with the principle of CCGs not allowing the prescribing of medications that are cheaply available over the counter?

Yes

4. Do you see any possible unintended consequences from CCGs not allowing the prescription of medications that are cheaply available over the counter?

Yes

If Yes, please give examples, as this will help give evidence to support our feedback

Paracetamol use can be monitored if prescribed to avoid patients being prescribed (more addictive) medication

Patients may go without medication

Patients may become more ill because not taking suggested medication and therefore result in more GP appointments or hospital admissions

Housebound or disabled may not be able to access the medication they need to buy

Patients with mental health issues (or any patient!) may be confused about what to buy

5. If there are there any patient groups you believe would be more greatly affected by the proposals than others, please list them here and explain why

Housebound - not able to get medication required

Children - parents may not be able to afford medication required

Low income families