

Drs Broom, Ward, Shelly & Maxwell-Jones

**MINUTES - PATIENT PARTICIPATION GROUP
Monday 5 January 2015**

Informal pre-meeting 5 – 5.30pm

Formal meeting 5.30pm – 7pm

Attendees

Sheila Allen, Barbara Williams, Arthur Williams, Bea Orme, Vivien Jury, David Brace, Peter Bishop, Rachel Taft (RT – minutes), Dr Andrew Broom

1. **Apologies** Jack Crawford (Chairman), Muriel Robinson, Allen Forsyth, Gary Williams, Saxon Maskrey
2. **Minutes of the previous meeting (3 November)** – taken as read
 - a. Correction to November minutes – apologies from Saxon Maskrey missed
3. **Matters arising**
 - a. Unfortunately Jack informed RT that he would not be able to make it this evening. Many thanks to Deputy Chairman Arthur Williams who stepped in
 - b. Barbara Hollands and Saxon Maskrey are withdrawing from the PPG – RT to forward letters to Jack. The PPG and the Surgery would like to thank both members for their contributions and that they would be very welcome if they wished to return at any point.
 - c. Engaging with Derby Hospitals Trust – further to letter received, Barbara Williams is happy to be put forward as a contact
4. **Practice update**
 - a. Phone system – RT informed the PPG that she was waiting for Reception to have a team meeting (scheduled 14th January) to discuss options and make a proposal. RT will forward that proposal on as a starting point for comments/suggestions etc with the minutes.
 - b. CCG website audit and patient online access waiting room survey – RT distributed results of survey conducted by CCG (see attached). Overall, website found to be in good order, and definitely need to keep encouraging patients to register for online access.
 - c. Further to last year's action plan, RT now has a form for any feedback (positive or negative) for the 111 service. It is available to Reception to use should anyone report any issues

- d. Further changes (hopefully the last for a while!) – two new healthcare assistants Jo and Julie have joined the Surgery
- e. Out of area registrations – although it has been in the news that patients will be able to register at any surgery (e.g. if they work in Derby it may be more convenient), this is not something that surgeries have to do. This surgery has decided not to sign up to this service and will retain its' practice boundaries as is
- f. The flu campaign continues through till 31st March

5. **Dates of 2015 meetings** - deferred to next meeting

6. **AOCB**

a. **Question regarding whether we work with pharmacies**

Discussion on whether the work your GP does or the pharmacy (e.g. Lloyds or Boots) can be shared to avoid duplication. RT explained that the reviews pharmacies undertake are different to the work the surgery does. Also they do not have access to patient records. Finally, any work that they did do would unfortunately not help us, as we have responsibility for patient care and we could not entrust them to do it on our behalf.

The Surgery does has a Practice Pharmacist allocated by the CCG to help advise us with medication issues, and the PPG said they would be interested in hearing more about her work – RT to ask

b. **Discussion on 'What is a PPG for'**

The PPG is looking for constructive ideas on what they can contribute. RT reiterated that the Surgery does find their contribution and discussions constructive, however would ask fellow practice managers for their experience. RT to feed back next meeting. Amongst ideas discussed was an induction program for new members of the PPG, perhaps by way of a buddy system rather than a formal 'pack'.

7. **Date of next meeting** Monday 2nd March 2015