

## Drs Broom, Ward, Shelly & Maxwell-Jones

### MINUTES - PATIENT PARTICIPATION GROUP

Monday 9<sup>th</sup> January 2017

Attended by: Viv Jury, Susan Birch, Kay Orme, Sheila Allen, Christine Price, John Chamberlin, David Brace (Chairman), Dr Helen Maxwell-Jones, Rachel Taft  
(minutes)

Informal pre-meeting 5 – 6 pm consideration of the PPG self-assessment as requested by the CCG

---

#### Formal meeting 6 – 7pm

1. **Apologies** Muriel Robinson, Andrew Brown Jackson, Sue Ffoulkes, Robin Wigham, Arthur Williams, Barbara Williams
2. **Minutes of the previous meeting (14<sup>th</sup> November 2016)** – taken as read
3. **Matters arising**
  - a. Will GPs be situated in A&E? RT believes not. The CCG funded Alexin Healthcare (a company created by Southern Derbyshire practices to provide services as a group) to provide GP cover to A&E over the winters of 2014-15 and 2015-16, but this has not been repeated to RT's knowledge this winter.
  - b. How many issues can a patient ask to be dealt with in a 10min appointment? Further to a news items re 1 issue per appointment, this issue was discussed. The practice does not enforce this. Sometimes having a list of issues may be related to a single cause. Alternatively they can be useful to focus a consultation. However, time is limited, so patients may need to accept advice that some issues are better dealt with either at a separate appointment or by a different clinician, or indeed for safety factors.
4. **Dates of meetings 2017** – agreed 3<sup>rd</sup> Monday of every other month as follows: 20/3, 15/5, 17/7, 18/9, 20/11
5. **DNAs** – further to information supplied by RT split by DNAs by patient age and DNAs by how far in advance they were booked. 25% of DNAs in the period analysed had been booked the same day. This data was based on just 1 month (November) so will become more robust over time. RT will present again next meeting to see if any genuine trends can be identified.
6. **Surgery update**
  - a. Dr Broom has returned to work (8th December), which is brilliant news and reduced the surgery's need to use Locum GPs.
  - b. Since the last PPG meeting, the surgery has trialled a number of changes to the appointment system. With urgent care being dealt with primarily via our

ANP, and the phasing out of doorsteps, prebookables have been opened up with GPs. Throughout December, we were able to offer patients an appointment with a GP of their choice within 3 days. We were able to book with all GPs. As it stands today, we have appointments available for all GPs within 7 days. This is a vast improvement and the surgery hopes to continue monitoring it. RT apologised for communication with patients not always being brilliant, explaining that due to the nature of the work it is being constantly tweaked to get the best results for all. Also, that whilst not all changed would be welcomed by all (e.g. many patients liked the doorstep appointments) RT hoped that the alternative was better for most (e.g. being able to make a prebookable appointment the first time a patient calls, and reducing the need to 'doorstep'). A member of the PPG was able to report that there had been a noticeable difference in being able to get an appointment.

- c. Online appointments will now be extended to GP Partner appointments.
- d. The Surgery is interviewing for a new nurse and Salaried GP

## 7. **AOCB**

- a. PPG constitution – time for a review. RT to circulate constitution last discussed/ratified as per minutes March and May 2012. For discussion at next meeting, along with 'AGM' items of officer posts etc (usually done at January/March meetings)

Date of next meeting – Monday 20<sup>th</sup> March 2017