

**MINUTES - PATIENT PARTICIPATION GROUP  
Monday 9<sup>th</sup> May 2016**

**Informal pre-meeting 5 – 6 pm**

We had asked Hannah Chapman from Stroke Survivors will attend to speak about their service supporting people with stroke. Unfortunately she was unable to make it, but will attend in July if at all possible.

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**Formal meeting 6 – 7pm**

**Attendees** Sue Ffoulkes, Kay Orme, Josh Challinor, Dennis Heaney, David Brace (Chairman), Sheila Allen, Peter Bishop, Andrew Brown-Jackson, Rebecca Clewes, Dr Andrew Broom, Rachel Taft (minutes)

**Apologies** Susan Birch, Arthur Williams, Barbara Williams, Jon Chamberlin

**1. Minutes of the previous meeting (14<sup>th</sup> March) – taken as read**

**Minor injuries** - further discussion of this service provided by the practice. Discussion on whether the PPG should write a letter in support of the service (other PPGs in the area have been quite vocal, both to their MP and local paper). RT explained that the Partners are taking a conservative approach at present, but is able to confirm that they would not object if the PPG wished to take things further, given the potential impact that a withdrawal or significant change to the service would have on patients.

**Car park** –still no guidance from the council despite chasing. Suggestion made that council could consider allocating a few spaces in the leisure centre car park for surgery patients. Will be made to the council when they make their first official response to enquiry.

**2. Surgery update, including Q&A**

- a. CQC report – they have given us an official rating of ‘good’ across all indicators. Their full report is available on both the surgery’s and CQC’s website.
- b. Wellbeing worker soon to be based in the surgery. Rachel will try to get her in to speak to the PPG about her work, and to bring information in a suitable format that the PPG can use to share with other organisations that they might be involved with/people they feel might be in need of the service. Rachel to email information on service to the PPG that she already has.
- c. Afternoon Tea Fundraiser Snelston 11<sup>th</sup> June – being organised by one of the district nurses based at the surgery. Details attached to the emailed minutes
- d. Close Care services – definitely up and running at the moment. Details attached to the emailed minutes.
- e. DNAs – there is a marked reduction since the introduction of SMS text reminders (from an average of 18.2 hours lost per month to 12.4 hours lost per month (30% drop). This is based on 4 months data only, so we will keep an eye on it – but it does appear to be holding steady. In theory, this should mean that fewer book-ahead appointments are needed for repeat bookings (where the original appointment was not kept).

3. **Vaccine reminders** – question from Rachel on how do patients feel about getting voicemails/recorded messages on their phone inviting them to make an appointment for a vaccine? Thanks to the PPG for agreeing that Rachel can do a test with some PPG members who were present at this meeting to see what they are like in reality (they have been shown to increase uptake, and could be used for vaccine campaigns such as flu and shingles, but the surgery does not want to be a cause of distress or annoyance to patients).

4. **Any other business**

- a. **Housing developments** – question asked if the surgery has experienced an increase in patient numbers. Rachel reported not yet, holding steady. David reported that the Saxon Fields development was mostly filled with locals (who would already have been in the existing patient population for either Ashbourne GP practice).
- b. **Clarification on Medicines Use Review by pharmacists** – discussion on impact of payment for this service to community pharmacists on the surgery/NHS in general. More info will be attached to the emailed minutes.
- c. **Flu reminder still on check in screen** – thanks for reporting, investigated and not currently showing and no setting for it. A mystery! If anyone else sees it again, could they call reception round to view?
- d. **Are well-woman/well-man checks available?** Rachel reports yes, patients can book in with a nurse, but they aren't particularly pushed. There is however a program of NHS Healthchecks which over time seeks to call in patients over 40 who aren't already known to have a long term condition (as they will already be being seen on a regular basis). These patients are individually invited by letter to attend for a healthcheck. More info will be attached to the emailed minutes.
- e. **AAA (Abdominal aortic aneurysm) screening** – questions relating to this program. Rachel confirmed that this is a relatively recent national screening program and so is not dealt with by the surgery. Dr Broom confirmed that if a patient requested to be tested directly to the surgery, they would likely be referred for the test (which involves an ultrasound scan). It was felt that some patients who should have been eligible haven't been sent an invite. Rachel said this was likely to be that with any program, they can't invite everyone at the same time due to resources – as time moves on, it eventually will cover 100% of eligible patients.

A link will be attached to the emailed minutes which answers all those questions (in particular, the question about who is invited. The program only invites those who turn 65 – if patients were older than 65 when the program started in 2013, they will not be specifically invited, but can ask to be screened – see the link for full details).

5. **Date of next meetings** Monday 11<sup>th</sup> July 2016