

**MINUTES - PATIENT PARTICIPATION GROUP
Monday 11th January 2016**

Informal pre-meeting 5 – 6 pm

Rob Hill from the CCG was present to discuss his role in liaising with the council over healthcare provision needs arising from new housing developments/increased patients across South Derbyshire.

Sharon Mellors from HealthWatch, Deborah Winterburn (Ashbourne Medical Practice Manager) and Wendy Jones (Brailsford Snr Reception) attended this section

Formal meeting 6 – 7pm

Attendees David Brace (Chairman), Kay Orme, Susan Birch, Peter Bishop, Sheila Allen, Roger Ewbank, Andrew Brown-Jackson, Dr Katharine Shelly, Rachel Taft (minutes)

Apologies Arthur Williams, Barbara Williams, Viv Jury, Gary Williams, Sue Ffoulkes

- 1. Minutes of the previous meeting (9th November) – taken as read**
- 2. Election of Chair & Deputy Following a number of meetings where this has been discussed with no formal resolution or further nominations**, David Brace was proposed as Chairman, and voted in by the PPG members in attendance. Sincere thanks to Arthur for so effectively holding the reigns for so long. RT will speak to Arthur upon his return from holiday with regards to whether he wishes to continue as Deputy Chairman, and this item may well appear on the agenda in March.
- 3. Surgery update, including Q&A**

1 question received prior to the meeting – see AOB

Close Care Ashbourne - Karen Slater has been appointed to run the new Close Day Centre which is now open; it was previously The Close Care Home which closed down.

They are currently offering Taster session (Free of Charge), the close day centre service will provide day care support to older adults from 8am-6pm. Ashbourne currently has very limited day care services available so the Close are hoping this will be very beneficial to the town.

We have asked Karen Slater from the Close if she will be available to join us for our pre-meeting in March to update you more on the services on offer.

MJOG - The reinstated text service to remind people to attend their appointments is proving very popular with the patients. No problems reported by the PPG

Carers Clinic - New service is now available to help carers physical, mental and emotional wellbeing, as well as gain advice, support and information that may assist with their caring role. This service is available to all who care for anyone over the age of 18 years and it is booked through the surgery as normal.

Staff changes

- Dr R Tatham – started working with us as a locum GP
- Mandy Chell – left Dispensary on 31st December to start a new carer

- Two new members of the Reception team – Emma Goldstraw and Jo Shenton
- Danny Smart – will be starting in March as Dispensary Manger/Assistant Practice Manager

Touchscreen and patient information tv screen – the touchscreen is frustrating patients and staff alike. We have had tremendous teething problems with it, caused by software bugs – the new one is about to be replaced for the third time since being installed in December! The Surgery would like to apologise for the inconvenience caused, but hopefully the end to these issues is in sight and it will prove a benefit, rather than a hindrance.

The patient information tv screen in the waiting is a big improvement – it is much easier to configure, information isn't squished over to one side of the screen and it is hoped these two things will add to the value of it and make communicating with patients easier.

4. AOB

Car Park (asked prior to the meeting):

A question was received about whether the Surgery had sufficient and acceptable disabled parking (both the PPG member and the Surgery was aware of an incidence where a patient was unable to get out of the car as the width of the space did not allow enough room). The suggestion was that the taxi space could be used.

The issue was discussed. If the space were widened, there will be an impact on overall parking spaces as the taxi space is used regularly as a normal space and overall capacity would be reduced by one car. As was explained, the number of spaces was determined in the planning process and set by the council (to Rachel's knowledge) and further spaces were not allowed.

Although the disabled space does not have any extra room delineated to the neighbouring space, cars cannot park on the other side. There is a dropped curb to the path on the other side and if the disabled person makes sure their exit door is adjacent to the path by parking their car whichever way made that possible, there should be plenty of room to open the door as wide as is needed. As a result, since this seems to be a problem that can be overcome by re-parking with the exit from the car in mind, Rachel felt on balance it would be better not to lose a valuable parking space at this time. (particularly as the most common understandable bugbear for patients is about the lack of parking).

There are possibilities in the car park for extra spaces if the council allowed, so Rachel will contact them and see if additional spaces would be allowed.

NAPP login – request to resend details - <http://www.napp.org.uk/memberlogin.html> login rachel.taft@nhs.net, password bigbird74

Online appointments – request from the PPG to know how many online appointments are being used. Post-meeting, Rachel can confirm it is running at about 40% of appointments made available to book online are actually booked in this way. However, if they are not used, they are opened upon on the day so that Reception can book them, so they are not wasted. Furthermore, the Surgery hopes that over time more and more people will register for online booking – but at the moment it is clear we don't need to open any more up to online booking.

CCG invite The Southern Derbyshire Clinical Commissioning Group is seeking views from patients about its proposed plans for Primary Care. They are having a meeting on February 16th 1-3pm at the YMCA in Derby – all welcome.

5. **Date of next meetings** Monday 14th March 2016