

**MINUTES - PATIENT PARTICIPATION GROUP
Monday 11 May 2015**

Informal pre-meeting 5 – 6 pm

Formal meeting 6 – 7pm

Attendees

Arthur Williams, Barbara Williams, Kay Orme, Peter Bishop, Sheila Allen, David Brace, Antoinette Betteridge (minutes), Dr Andrew Broom, Roger Ewbank (Ashbourne Medical Practice PPG)

- 1. Apologies** Viv Jury, Gary Williams, Irene Longstaff (Brailsford PPG), Rachel Taft (Practice Manager)

Items taken out of order

- 2. What do other PPGs do?**

Arthur extended a warm welcome to Roger Ewbank from Ashbourne Medical Practice PPG who attended to give the our group some idea of their PPG, how he had come to join & what influence they had had on the Practice (one example was getting the volume of the buzzer used to call patients to be increased). Roger asked if the invitation had been extended because there was some idea of a PPG consortium following further clinical reorganisation. Arthur replied that it was initially just to find out what other PPGs in the area did but perhaps there was scope for something like a consortium in the future. Roger was very pleased with the information that he had received from Rachel particularly the NAPP newsletter as he had never seen it before & found it very informative. He also commented that he hadn't seen the information stand 'How to choose well' in their waiting room.

- 3. Minutes of the previous meeting (2 March)** – taken as read (noted that said 3 March)

- 4. Matters arising – none**

- 5. Surgery Update**

- Discussed QOF, Dr Broom explained that it is a measure of the quality of care provided and that it also provides income for the Practice. Antoinette explained about the registers that are compiled & how patients are invited in to discuss their condition/s on an annual basis.
- Also discussed –
- Fundraising by our Nurses who ran 10k in Birmingham for Alzheimers disease (£661 raised) & a cake stall for MS on May 15th organised by our new Dispenser Sarah. (£121.76 raised)
- Infection control audit – available to view on the website

- 6. Article in Ashbourne News Telegraph promoting both PPGs**

Following a suggestion by a member of Ashbourne Medical's PPG, and knowing that it had been suggested by our PPG in the past, a brief note was written promoting PPGs for the local paper. Arthur kindly gave it the once over and Ashbourne Medical submitted it for publication in March. Upon

chasing, it was discovered that the paper had overlooked the request, but it is due to be published on the letters page on 20/5/15.

Antoinette read out some of the points **Post meeting note published 13th May, unfortunately as a letter from Ashb Med Practice Manager, which was absolutely not her nor Rachel's intention! Error by the paper, which hopefully won't dilute the message.**

7. Electronic Prescribing Service – promotion by Lloyds

A number of patients have brought this to our attention and are concerned/distressed. As the PPG didn't know about this Antoinette explained the basics. We haven't signed up to this service yet as there are still things to iron out before we would be happy to participate. She also read out part of the formal e-mail sent to Lloyds by Mandy with their response. The Practice will be keeping an eye on it but in the meantime we will send information on the service to the PPG.

Note: A patient on the virtual PPG group who had this experienced at Lloyds, has suggested that we provide information to patients. This could possibly go with repeat prescriptions
Rachel proposes that the PPG agree to let us run the leaflet by this patient on the virtual group before bringing it back to the meeting in July for approval. If anyone else would like to give it the once-over, she'll be happy to share it. It can all be done via email.

8. Items for next meeting's agenda

- a) Virtual PPG. Information sought on numbers involved and feedback. Some concern was expressed that the virtual PPG could be a disincentive to join the real thing. **Concern expressed that nothing was heard from this group but Antoinette said that Rachel always noted anything received & informed the meeting group.**
- b) Roger commented that AMC don't have a virtual group & the make-up of the group is very similar to ours. They had had 2 teenagers at one meeting but they felt embarrassed by the age difference & didn't go again.
- c) One member expressed concern about the lack of information given to patients waiting well beyond their appointment time. **Discussed at this meeting, Antoinette agreed to speak to Debbie as it is normal practice to inform patients.**
- d) Concern was expressed regarding the proposed housing developments and the impact of many new patients. Can the service cope? What is the optimum Dr./ patient ratio? Dr Broom responded that currently each Doctor has approx. 2,000 patients each but that the increasing number of people in Ashbourne would have a significant impact on the Practice. **To be discussed again in July**
- e) How is the practice budget determined/managed? **Also to be included if possible - what is the level of spending & how do we deliver services if finances are not available?**
- f) Given the recent changes, would it be possible to have a full list of staff and their duties? **Available on the website**
- g) Arthur commented that he thought the new staff were very good & helpful
- h) Could your report include a Q and A session? **Asked that this was more structured & that questions were agreed ahead of the formal meeting to enable more interaction.**
- i) Shingles/flu automated messages. The manufacturers of the shingles vaccination offer a 'reminder service' that automatically sends either a voicemail or text message to encourage eligible patients

to make an appointment for their shingles vaccination. The aim is to increase uptake by calling patients' telephones and playing a recorded message saying that they are eligible. The phone numbers (not names, only telephone numbers) would be supplied for eligible patients by the surgery

Discussed at this meeting. Generally thought it was a good idea especially in light of DNAs. David Brace asked if we sent automated messages now. Antoinette explained that we didn't as there was uncertainty of funding after September & the Practice were reluctant to start this in case they didn't have the finances to continue if the funding ended. Kay Orme asked Dr Broom about the shingles programme & he explained the current situation. (All 70-80 year olds would eventually be called)

j) Reviewing complaints

9. AOCB

- a) Shingles update – asked that information on groups to be called be sent to members.
- b) Regarding DNAs, Kay Orme asked if there had been any reduction, Antoinette thought not significantly. Dr Broom & Antoinette explained the way that these were dealt with ie by phoning and/or being sent a letter. Patients are phoned before certain clinics to confirm attendance as often a significant amount of time was blocked out, but even then didn't always turn up. Unfortunately we don't have the resources to phone every patient. David Brace asked if they could be fined but it was explained that this was not allowed under the GP contract. Kay Orme wondered if an A3 sheet with the DNA numbers displayed in a prominent position would be useful.
- c) Waiting room – confusion especially for new patients with the peg board showing names & tags & the old board displaying names/rooms. Also comments that there are a lot of posters, including duplicate mobile phone notices virtually next to each other. Roger asked if we were obliged to display so much information as there was also a lot in the AMC waiting room. He thought the impact is lost as after a while patient's disregarded them. Antoinette commented that there were very few notices that we were obliged to have, most were simply for information eg the PPG board.
Post meeting note: Debbie & Antoinette have sorted the peg & name board & removed a lot of posters. Further comments would be welcome.
- d) Minutes 5th Jan - Engaging with Derby Hospitals Trust – further to letter received, Barbara Williams agreed to be put forward as a contact but has heard nothing since. Rachel to chase please.
- e) 50+ forum - Roger is a member, they have recently discussed having a Minor Accident Unit at St Oswalds Hospital, particularly in light of the expansion of the town & wondered what our PPG thought. Dr Broom commented that due to unpredictable patient numbers, lack of qualified staff & lack of finance it probably wouldn't be viable
- f) Arthur asked that Roger & Irene Longstaff be invited to their next informal meeting in July
- g) Consideration to be given to the election of officers, Chairman & deputy

9. Date of next meeting: Monday 13th July 2015 5pm informal, 6pm formal