

Drs Broom, Ward, Shelly & Maxwell-Jones

MINUTES - PATIENT PARTICIPATION GROUP

Monday 12th September 2016

Informal pre-meeting 5 – 6 pm

Debbie Newton (Reception Manager) was on-hand to discuss how things work in patient services

Formal meeting 6 – 7pm

Attended by: Sheila Allen, Susan Birch, Christine Price, John Chamberlin, Debbie Newton, Rachel Taft (minutes), Andrew Brown-Jackson, Kay Orme, Peter Bishop, Jeffrey Philips

- 1. Apologies** Barbara Williams, Arthur Williams
- 2. Minutes of the previous meeting (11th July) – taken as read**
- 3. Matters arising**
- 4. Surgery update**
 - a. Ashbourne neighbourhood plan and healthcare provision** RT and Jeffrey Philips were able to report that the Surgery has met with the Ashbourne Neighbourhood Plan group and the need for enhanced healthcare provision is to be included in their submissions to the council. The Surgery again urged patients to respond to the Council's consultation (currently underway).
 - b. DNA latest figures** Disappointingly, they have risen again. Suggestions for campaign of awareness (including the ingenious Halloween pumpkins on stakes with DNA numbers, and ticker tape report in the newspaper) and really raising the profile of just how much is lost. Suggestion for surgery to get more detail on the DNAs (age split/how far in advance the missed appointment was booked etc).
 - c. Flu season** Apologies for the details being slightly incorrect in the advert, but whole page advert seen as positive/improvement. The Surgery will trial text and voice mail messages to encourage eligible patients to make an appointment as well. Hopefully they won't be too annoying!

- d. **Phlebotomy at St Oswalds** Service provided by the hospital at St Oswald's will be doubling from one to two clinics per week. Instead of Mondays mornings, there will be walk-in clinics 8.30-11am on Tuesday and Thursdays. All bloods requested by the hospital should be taken at these clinics.
- e. **New signage** about to be installed on the Surgery, hopefully the start of a bit of a spruce up.
- f. **New staff** An Advanced Nurse Practitioner (Urgent Care) will be starting soon to increase our urgent care capacity (and free up partner appointments hopefully). Also, our very own in-house Clinical Pharmacist Sunil will start 21st November. Expect to see him for med reviews initially (RT to share leaflet on both positions for PPG).

Date of next meeting – 14th November 2016