

**MINUTES - PATIENT PARTICIPATION GROUP
Monday 14th March 2016**

Informal pre-meeting 5 – 6 pm

We had 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. Unfortunately she was unable to make it.

Formal meeting 6 – 7pm

Attendees David Brace (Chairman), Sheila Allen, Peter Bishop, Andrew Brown-Jackson, Arthur Williams, Barbara Williams, Rebecca Clewed, Susan Birch, Vivien Jury, Dr David Ward, Rachel Taft (minutes)

Apologies Gary Williams, Sue Ffoulkes, Kay Orme, Josh Challinor

1. **Minutes of the previous meeting (11th January)** – taken as read
2. **Surgery update, including Q&A**

- a. Staff changes/additions - Danny Smart, new Dispensary Manager/Assistant Practice Manager has started. Also we have a new dispensary, Becky, who is being trained up
- b. CQC inspection – this happened on Tuesday 8th March. We will expect the report in about a month. Many sincere thanks go to the PPG who came in force to meet with the inspector. The Surgery and the Partners really appreciate it. The PPG reported that they clearly had an agenda when it came to what they expect a PPG to do, and this was discussed. Questioning along the lines of ‘what have you done to make the practice improve’?

This led onto discussion about the NAPP ‘National PPG week’ being held in June 2016. Qu to the Surgery – what can they do to support the practice. List provided by Chairman or possibilities from NAPP website

- c. Dr Helen Maxwell-Jones returns to work in April
 - d. There is now a carers support worker based in the practice - more information attached with emailed minutes
 - e. New uniform for receptionists
3. **6mthly review of patient comments, complaints etc**
 4. **Action plan** – Rachel shared the action plan, including DNA tracking, patient information and car parking. Re DNAs, After 2 months of data post-introduction of text message reminders, it does appear to have reduced the DNA rate. However, it is still too early to really be sure – watch this space! Discussed whether pressure from PPG may help with the council – Rachel and partners to consider, as cost is an issue. Rachel is chasing the council for a response.

Actions:

- The Surgery will try to collect the data monthly in future, and present to the PPG at every meeting.
- The PPG to consider if they would like any particular messages to be put on the TV screen (there is already a general one about joining the PPG)

5. **Minor Injuries Service at the Surgery AOB** – Rachel explained that the Surgery can deal with minor injuries (this is not part of core work, but is done as an additional service). At this point, she simply wanted to make the PPG aware that there is a possibility that this service will cease, as the Clinical Commissioning Group is reviewing it and may change the way in which it is delivered.

The Surgery Partners and Rachel believe we offer a really good service – one that is both convenient and of high quality to the patients and also cost effective (currently we receive £10 less per episode than the tariff price from 2010, and it is half that of an A&E visit). The Surgery wants to continue but may be forced to stop – if it comes to that, we will be asking the PPG if they would support us in our efforts to stop this happening.

6. **Any other business**

- a. Suggestion that somehow practice staff are informed when a patient is newly-bereaved. Rachel to discuss with Debbie whether an alert can be put on so that reception is aware
- b. Question whether it was possible to see read receipts on the website (for PPG documents etc) – Rachel doesn't think so
- c. Royal Derby Hospital Trust Patient Experience meetings – feedback from Barbara and Arthur Williams that they are excellent – highly informative and interesting. Highly recommended to all
- d. Question as to whether patients were allowed to use the hospital car park. Rachel is not sure, and suspects not. There is a barrier with a code, which is shown on the reception desk at the hospital and at the other practice. Rachel reminds all that the leisure centre car park and the one next to Lloyds is free to permit holders (that should be all patients) before 11 and after 4.30

7. **Date of next meetings** Monday 9th May 2016