

**Drs Broom, Ward, Shelly & Maxwell-Jones**

**MINUTES - PATIENT PARTICIPATION GROUP  
16 September 2013**

***Pre-meeting 5 – 6 pm, with the formal meeting 6 – 7pm***

**Attendees:** Arthur Williams, Peter Bishop, Liz Goodall, Sheila Allen, Jack Crawford, Dr Shelly, Debbie Newton, Rachel Taft (minute taker)

- 1. Apologies:** Jeffrey Philips, Lis Hind, Barbara Williams
- 2. Minutes of the previous meeting (22 July 2013) – taken as read**
  - a. 2 minor clarifications of details
    1. New Practice Nurse is Emma Opacic
    2. Antoinette Betteridge (Deputy Practice Manager)

**3. Chair's report**

Sadly our Chair Christine Price had relayed to our Deputy Chair (Arthur Williams) that she would be unable to continue and was standing down. It was therefore necessary to appoint a Chair for the meeting. Arthur was proposed (by Sheila Allen) and accepted by the attending PPG members.

On behalf of PPG and the Practice, Arthur expressed his thanks to Christine and that the door would always be open should she be able in the future to return in any capacity to the PPG.

Rachel followed up on a number of items that Christine had initiated, including a notice to all PPG members that there is a new PPG file at the rear of the waiting room (under the noticeboard). It is hoped this will serve as an 'info point' for various documents/news of external organisations that may be of interest (currently there is information from both the Clinical Commissioning Group and Care and Quality Commission on how PPGs can be involved – we will also put in agendas, minutes and newsletters should patients wish to pick up a hard copy). Please let Rachel or Debbie know if other information you receive may be interest to other members and we can add to this file.

Also, a message has been put on the tv screen informing patients of the PPG and directing them to the PPG info area

- 4. Report back from appointment working group re survey action plan/meeting held with practice on 3/9/13**

Please see attached notes regarding the work done by the PPG working group and the meeting held between them and the practice on 3/9/13. Thanks to Jack for taking these excellent minutes.

In summary, 8 points were suggested by the working group and all had been considered by the practice. Where suggestions could not be taken forward, there was a satisfactory explanation why it wasn't possible (at least at this time).

Overall the survey suggests that patients are not happy with the appointment system, but the practice is satisfied with how it works (at least, as best it can given resources). The working group are hoping that the PPG can bridge the gap in that understanding. Much comes down to improving communication between the practice and patients.

(Note from the practice – we would like to thank the working group very much for their time, insight and detailed work into this, and hope to continue as we found the process extremely useful)

## **5. CQC and PPG involvement in inspection – request for volunteers**

The Care and Quality Commission are in the process of visiting all practices in the country. Normally, they give 48 hours' notice of their visit, and they attend to make sure that the practice operates safely and to set standards. They spend a lot of time talking to patients and as part of this evidence gathering they ideally would like to speak to PPG members. Ideally this would be on the visit day itself, but they can make other arrangements.

Rachel called for volunteers to be on her 'PPG CQC Crack Squad'! No obligation or commitment, simply a list of PPG members who are happy to be contacted by the practice when they get the 48hr notice to arrange to speak to the CQC if they are available.

Many thanks to Jack, Sheila, Liz and Sheila who volunteered.

## **6. Practice update**

Patient information - updated patient leaflet and appointment info leaflet. Following a review, we have made some amendments to both. Request to PPG to review and let us have any comments/suggestions for inclusion. (Action – RT to circulate text with minutes)

Website revamp – RT reported this was in progress. Hopefully the content is now up-to-date, but comments welcome – and suggestions of other

practice websites that members may have come across that they think are good models for the practice to review.

When the patient leaflet has been reviewed by the PPG, the website designers will upgrade the site to the latest version. We are assured it will look much better.

BP machine use – RT thanked all members of the PPG involved in encouraging the use of our new BP machine. It has been a great success, and the machine is already helping to identify patients who require treatment for high blood pressure.

Shingles and flu update – Flu clinic to be advertised in the local paper, first clinics due first week of October. Shingles vaccine only for those aged 70 and 79 (not 70-79) as at 1/9/13. This is due to limited availability of stocks this year. Patients will be individually invited if eligible (only approx. 120 patients for this practice)

#### **7. Next survey topic - idea for discussion/agreement (A&E winter pressures)**

The big NHS topic at the moment is how to relieve the pressure on A&E. RT wondered if this might be a useful topic to focus on for the next survey, and asked if possibly the working group on appointments would consider helping shape it on behalf of the PPG. Working group (Jack, Liz and Lis) kindly agreed. RT to liaise. Suggestion to widen from A&E to all out of hours services. Also to acquire list of clinics available at St Oswalds.

#### **8. Any other business**

Jack reported on involvement in Make my Moment Matter survey from Royal Derby Hospital (seeking patient input into how to make experience better/what is most important to patients)

Helen Hart from Healthwatch (the new independent consumer champion created to gather and represent the views of the public) has asked if she could come and meet the PPG, to discuss what they are doing on behalf of patients and how to help them in their work. Agreed to invite her to PPG in January or March 2014 (will need to discuss survey at November's meeting if possible). RT to arrange. Further info on Healthwatch at [www.healthwatch.co.uk](http://www.healthwatch.co.uk))

#### **9. Date of next meeting:25 November 2013 (changed at July13 meeting due to request)**