

**MINUTES - PATIENT PARTICIPATION GROUP  
25 November 2013**

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

**Attendees:** Arthur Williams, Barbara Williams, Peter Bishop, Liz Goodall, Lis Hind, Sheila Allen, Jack Crawford, Kay Orme, Dr Ward, Antoinette Betteridge, Rachel Taft (minute taker)

- 1. Apologies:** Muriel Robinson
- 2. Minutes of the previous meeting (16 September) –** taken as read (with a couple of minor amendments – Liz wasn't in attendance to agree to all the things suggested, apologies!)
- 3. Election of chair**
  - a. Jack Crawford was wholeheartedly proposed by those in attendance and supported. However, Jack possibly has a conflict of interest so had to decline at present. Deferred to next meeting. Arthur kindly agreed to continue as acting chair in the meantime.
- 4. Health panel meetings**
  - a. Gemma Treasure from the CCG attended to feedback on these meetings. Approximately 20 PPG members from across Southern Derbyshire attended these open meetings and Gemma is continuing the work. In particular, she is interested in working with PPGs to investigate how they can help with winter pressures/patient education in relation to A&E use. It was decided that this was both an important and interesting topic for further investigation, and agreed to set up separate meeting for this purpose, inviting Ashbourne Med and Brailsford PPG as well.
- 5. Practice survey/action plan**
  - a. RT hopes to focus on using the survey as a tool for patient education re A&E, so will use any outcomes from CCG meeting on patient education (see point 6 above)
- 6. Practice update**
  - a. See attached update from Debbie Newton, Patient Services Co-ordinator
  - b. Practice leaflet – updated and in use
  - c. 'Did not attends' – as agreed the practice will publish in the waiting room how many patients did not attend their appointments (thus wasting appointments and making it more difficult for other patients to get an

appointment). In October 13 alone, 40 GP appointments were missed without notification to the practice, and a truly shocking 184 nurse appointments. This equates to over 37 hours – 1 full week of a full time clinician – being wasted. It is difficult for the practice to put in more resource when so much is lost.

- d. Website – content much updated and streamlined (post-meeting, design revamp has taken place too)

## **7. Information exchange**

- a. Post Times article
- b. Arthur's report on NAPP regional conference (both reports previously circulated) – there was a great range of what other PPGs took part in, including projects such as knitting cot blankets for all new-borns in the practice! It seems PPGs follow the interests of their members and so all are unique.

## **8. AOCB**

- a. Liz asked who to contact to get groups/charities added to the list of voluntary organisations that is now published on our website. Using this link <http://www.communitydirectoryderbyshire.org.uk/add.php> will take you to the website and specifically to the page where you can request a new group to be added.
- b. Nystagmus Network now added to the charity page of the website. Should anyone want a charity mentioned on the website, please let us know and we will do our best to accommodate.
- c. Request for some GP info on the practice website – a bit of background/bio. RT will try to come up with something!
- d. Reasons for a few more members leaving the group discussed. Something to note for members who are a little hard of hearing – the practice does have a portable hearing loop, please just ask at reception if this might help with participating in the meetings.

## **9. Dates of next meetings – 13/1/14**

- a. Healthwatch's Helen Hart will attend January's meeting (agreed to invite her at September's meeting)