**Minutes of Appletree PPG Meeting 82**

**26th July 2023, 6.30pm – 8.30pm**

**Attendees: George Newton (Joint Chair), John George (Joint Chair) John Rowland (Deputy Chair),**

**David Nove, John Beavis, Sue Morris, Sandra Zydzienoswki, Chris Thorp**

**From Appletree: Lianne Burke (PM), Helen Fenwick (GP Partner)**

**Apologies: David Greatorex, Wendy Palmer, John Lounds, Evelyn Nove**

**Opening and welcome**: George Newton welcomed everyone to the 82nd PPG meeting.

1. **Present and apologies**: see above.
2. **Matters arising:** George Newton announced that he has completed almost 5 years as Chair and would not be standing at the 2024 AGM. John George also announced that he doesn't feel able to run for Chair next year either.

**Standing Items:**

1. **Minutes of previous meeting** (July 2023)

Approved by John George & John Rowland

1. **Action Plan**

George ran through the action points from the Sub-group meeting (See Appendix A)

1. Sandra is happy to distribute and was invited to the next subgroup.
2. Nicola from Memory Café agreed to distribute.
3. Posters already on the noticeboard
4. Leaflets are available at reception & have been added to the website.
5. Digital screen has been altered.
6. John George has sourced this information to help with future leaflets etc.
7. PPG email is current being removed from documentation.
8. PPG Network Meetings – previously not helpful but George will keep and eye to see if any useful information comes from the minutes.
9. George will get in touch with Ecclesbourne School in September.
10. There is no warden at Ecclesbourne Close and no central notice board.
11. To be actioned.
12. DCA Flyer advert went out and will repeat in October. The wording for this was very good and is to be used for the PPG advert on the digital screens.
13. **Other patient representative bodies (as appropriate)**

Helping Hands - Sandra fed back that the perception of the needs of the elderly are often different to the actual needs. Minibus was arranged to take people shopping to Asda and advertise but nobody turned up. There is a Chiropodist service at the Weston Centre.

1. **PPG recruitment drive**

**NTR**

1. **Appletree Update**

* **Lloyds Pharmacy –** this is being taken over by new owners on Weds 9th August. It is understood that Lloyds Pharmacy are closing all their shops. The new owners have 47 pharmacies across the country and are looking to improve the services currently offered. Prescriptions will be made up on site and they have additional wholesalers available to them, which means less 'out of stock' items. Appletree is supportive of the new ownership and feels this as a positive move forward.
* **ICB Pharmacists –** The ICB (Integrated Care Board) agreed many years ago to subcontract a pharmacist to help the practices across Belper to review patient medication, complete audits etc. This work has been invaluable but we are being told that Belper are currently getting too high a percentage of the pharmacist time and the equity across other practices is not even. Instead of increasing the number of pharmacists they subcontract to do this valuable work, they are withdrawing the hours from existing practices and spreading across the county, to make hours equitable. The practice has fought this decision as it will have an impact on patient care, but to no avail.
* **Triage GP –** Appletree are trialling a new process for urgent appointments on the day. Patients will be asked to complete (where possible) an online form. This will enable the Triage GP to understand the issues before he contacts the patient. This has two positive impacts:
* GP will receive the information straight from the patient instead of 3rd hand from the receptionist.
* Reduces reception call time, enabling more calls to be taken.
* **Booking Links –** New facility in the IT software, enabling a booking link to be sent out for certain appointments. This should help speed up some of the appointment bookings, especially for those who are trying to schedule an appointment in around their work schedule.
* **Patient Survey –** the 2023 patient survey had been published and Lianne gave a run down – presentation attached.

**Any other business. NTR**

**NEXT MEETING: WEDNESDAY 25th October 2023**

**APPENDIX A**

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|  | **ACTION POINT** | **RESPONSIBLE PERSON** |
| 1 | Invite Sandra Zydzienowski to the next subgroup meeting.    Also see if she is willing to help in the distribution of posters and leaflet to the 'Helping Hands' group | JG/GA |
| 2. | Contact Nicola from The Memory Café – see what other services are help at the Weston Centre | JB |
| 3. | Posters to be added to the PPG notice board | GN |
| 4. | Leaflets to be made available in reception and added to the digital screens at both Duffield and Little Eaton.   Also add to website | LB |
| 5. | PPG advert on the digital screens to be altered to easy reading colours eg. black on yellow | LB |
| 6. | Contact the RNIB to Investigation best way to communicate to those who are partially sighted eg. best colours, typeface etc | JG |
| 7. | PPG Gmail account to be deleted as it is continually filled with Spam.   LB to remove from all PPG leaflets etc.   Patients to be directed to reception for information. | GN |
| 8. | PPG Network – attached is the last email received from May's meeting.   Agreed to see what actions come from these meetings and possibly attend one to see if it is useful | GA/GN |
| 9. | Approach Lower 6 yearly in September to see if any new recruits | GN |
| 10. | Investigate as to whether there is an Ecclesbourne Close Warden?  Is there a common room to be display posters/share information | JB |
| 11. | Approach Duffield WI groups to see if they are interested in disseminating information | GN |
| 12. | PPG Meeting dates to be added to the DCA Flyer | JB |