

Appletree Patient Participation Group (PPG) Minutes of the 45th Meeting 29th July 2015

Attendees: Margaret Raw; Ann Martin; John Meggitt; Paul Wiggins; Elena Whinfrey; Wendy Palmer; Marian Chesters; Elizabeth Reed; Mike Robinson; John Raw; John Beavis; David Greatorex; John Rowlands (Chair); Sonia Rafferty; Betty McKeggie; Emily Parkman; Roy Guildford.

From Appletree: Dr Helen Fenwick; Stephen Leather (SWL)

Apologies: David Nove

1. Opening and welcome.

John Rowlands took the chair as David Nove was in Canada for a family wedding. He welcomed everyone and in particular Betty McKeggie after a long absence.

2. Present and Apologies

See above

3. Minutes of previous meeting.

David Greatorex pointed out that he had sent his apologies. Otherwise the minutes were agreed.

4. Matters Arising.

There were no matters arising that were not on the agenda.

Standing Items:

5. Carers' Forum report

This was taken as read but Margaret Raw was invited to highlight key points. These included: a fall in numbers attending but people now send apologies. There was still a need to encourage those on the Carers Register to be involved.

Automatic LED night lights are available. Please see Margaret.

The speaker at the next meeting on 26th August is the Manager of Adult Care in Social Services. Members of PPG are invited to hear this key member of Social Services and encourage others to come. There was some discussion on the current lack of contact between Social Services and Primary Care Providers. SWL reported on a meeting he had attended at Whitemoor addressed by Alistair Burt, Minister of State for Community and Social Care and initiated by Pauline Latham MP. SWL had told him about the good work the Carers forum had been doing at Appletree and about the difficulties in getting Carers to identify themselves and ask for help.

6. Action Plan

Reports on progress of the 2 sub-groups working on the priority tasks

• External patient communications

SWL introduced the draft of the first joint Practice and PPG publication/newsletter. The plan is to produce it quarterly and link it with the seasonal themed notice boards in the waiting areas. The group was congratulated on its lively presentation, with variety of fonts and use of graphics. There followed a discussion on patient input:

- Named GP for each patient; patient may ask at reception or will be told by the practice by the end of the year. The link between the Named doctor and the doctor dealing with a patient on a particular matter was explained. The named doctor will have an overview of the patient's care and treatment.
Action: The date for a deadline for copy of the next publication should ensure that it is available for the 'flu clinics at the end of October/, beginning of November. Members asked for contributions or topics they would like to see covered. Editorial sub-group to meet early to determine content.
- John Rowlands raised the matter of the Trust Fund which was set up when the Practice was formed from the two separate surgeries. How much was known about it now? It has been very generous in supplying extra equipment to the Practice, perhaps this could be publicised with due diplomacy.
Action: John to write a brief factual piece for the newsletter as a Trustee of the fund.
- **Newsletter distribution (and practice information in general):** In considering the distribution of information John Raw emphasised the need to link in with other village publications, activities and groups e.g. DCA; Duffield Scene; Sports Clubs; Weston Centre; Parish Council. The aim is to promote good health and prevention of disease or injury. However there is a limit to what to what the Practice can do vis a vis other groups. It was agreed that external communication was very complex. It was pointed out the difficulty of reaching those who did not live in Duffield.
Action: Editorial sub-group to review information distribution.

- **Internal patient communications**

SWL pointed out aspects of the waiting area, e.g. three sided display boards which will be changed to reflect health campaigns. He also appealed for more up to date magazines; specialist health magazines should be given to reception and the Practice will decide on suitability.

Action: members asked to put out a call for magazines suitable for the waiting areas – both content and condition.

- **How to access “hard to reach” groups? – continuing from last meeting’s discussion**

SWL had spoken to DN before his departure and David feels strongly that we need to understand the needs of those patient groups under-represented on the PPG itself. Patient surveys are one way – the survey carried out annually at Flu Clinics is fine but focusses on a particular sector of the patient population and is danger of being repetitive. Alternative approaches could include PPG survey presence at specialist clinics e.g. mother and babies; or more general surgery time when particular patient groups could be targeted e.g. Males 40 – 60yrs. This would give us a more rounded understanding of patient views.

Action: we will return to the topic at the next PPG meeting.

7. PPG “hosting” of Ecclesbourne Sixth Form delegates

SWL has approached Annie Bell the Tutor at the school and agreed that a cohort of sixth form students will join us for the September meeting and throughout their academic year thereafter. We see the sixth formers as a valuable resource but recognise the limitations re: their time and resources. It was agreed we should ask the interested students what area of health they would like to look at and jointly devise a short project which would be beneficial on both sides. E.g. a simple questionnaire and analysis.

Action: SWL to progress with school.

8. Other patient representative bodies (as appropriate)

John Raw and John Beavis reported briefly on their contacts with RDH and Derbyshire CC Adult Care.

9. Appletree update – latest news from the Practice including:

- **Staff changes:**

- Julie Alison. Reception Manager. The PPG conveyed their congratulations on her new appointment but with regret and noted that her departure was likely to have short term staff implications.
- GP Registrar Dr Austin Dekker is re-joining the Practice next week for the last 12 months of his GP specialist training during which time he will complete his GP qualifications. The practice is looking forward to welcoming him back. At the same time Dr Hwe Ling Yeo is leaving having completed her 4 month stint at Appletree as a second year registrar

- **Flu clinics.** In answer to a question SWL assured the PPG that we were very well organised in terms of supply. Dates of the clinics are as follows and help from PPG is welcomed once again.

Dates set for this year’s clinics are:

- Sat 3rd Oct – Duffield
- Wed 7th Oct – Little Eaton am (plus flu/Shingles)
- Sat 17th Oct – Duffield
- Wed 4th Nov – Little Eaton
- Sat 7th Nov – Duffield

Action: Members of PPG to volunteer for specific jobs, particularly re. the Duffield clinics e.g. queue management, car parking etc.

- **Web site.** SWL gave a quick visual overview of the new web site which was greeted very favourably. Please let SWL know about any gaps! It is easy to edit and changes will be ongoing to keep it vital. ER and DG had already made input. Congratulations were given to all the staff involved.

9. Date of next meeting

Post meeting note: The CCG are holding a consultation event on the future design of healthcare in Belper for PPG members at Strutts, Belper at 19.00, 1st Oct 2015 – see separate notice. As this is the day after our next planned meeting on 30th Sept 2015 it has been decided that rather than having meetings on 2 consecutive nights, we will postpone the Appletree PPG meeting until the following last Wednesday in October – Oct 28th 2015 – giving us the opportunity to discuss what we have heard on 1st October. As the September PPG meeting had been intended to

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Duffield, Derbyshire

be the first meeting attended by the new cohort of Ecclesbourne Sixth Formers David Nove and SWL will extend an invitation to meet with them separately that week for a more focussed introduction to the PPG and to discuss a possible project they could carry out.

John Rowlands thanked everyone for their participation. The meeting closed at 8.32.