

Appletree Patient Participation Group (PPG) Minutes of the 51st Meeting 27th July 2016

Attendees: David Nove(Chair); Ann Martin; Paul Wiggins; Margaret Raw; Brittany Wright; David Greatorex
Marion Chesters; Roy Guildford; John Rowlands; Tony Walker; John Beavis
From Appletree: Dr Mark Browne; Stephen Leather (SWL)
Apologies: Mike Robinson, Ecclesbourne students (exams); Wendy Palmer; Elizabeth Reed; John Meggitt

1. Opening and welcome.

David welcomed everyone, in particular Tony who was attending his first meeting.

2. Present and Apologies

See above

3. Minutes of previous meeting.

The minutes were accepted as an accurate record.

4. Matters arising.

Minor Injuries Unit meetings:

22nd June with Pauline Latham – DN/MB had attended. A promise had been extracted from Gary Thompson, COO, SDCCG that the minor injuries service would remain with GP practices until April 2017 when a final decision re. future delivery would be made. PPG chairs present had called for good communication on the matter in the meantime.

23rd June at Strutts – It was reported that WP had attended and was not happy with the way the meeting had been run, which had left little opportunity for patient feedback from the floor.

Standing Items:

5. Carers' Forum. Margaret Raw spoke to meeting report 15/6/16 which had been circulated previously. The focus of the meeting had been a Q&As session with the new clinicians - Heidi Hill, Advanced Clinical Practitioner and Kath Webb, Clinical Pharmacist - which had been well received.

Margaret has run the Forum since its inception during which time it has provided those attending with support – signposting and a social network – which would not otherwise have been in place. However she felt that, with effect from the year end, the time had come for her to back out of her leading role and perhaps let someone else pick up the reins. It was not immediately apparent where that leadership would come from – elsewhere within the PPG or from the Practice, or even from outside. SWL agreed to take the matter to the GP Partners for consideration although it was difficult to see where the practice resources would come from.

DN thanked Margaret, on behalf of the PPG for her hard work in setting up and running the Forum and her colleagues who had provide support during that time. This was echoed by the practice.

The next meeting of the Forum is 1.00pm – 2.30 pm Wednesday 10th Aug.

6. Action Plan.

Internal Communication. Nothing new to report

External Communication.

Duffield Carnival feedback – Elizabeth Reed had provided a brief report on the day (see appendix 1) which was supported by Roy Guildford. SWL thanked all those involved for their support of the Practice on what turned out to be a very wet day. It was agreed to examine the possibilities of an open evening later in the year at which the Practice could present on the new “Right Patient/ Right Clinician” approach.

7. Other patient representative bodies (as appropriate)

There were no other reports from other bodies.

8. Appletree Update.

- **Midwife service changes.** SWL spoke to the meeting about the RDH Midwife service which is currently hosted by the Practice for the benefit of our patients and at no charge to the Hospital. Recent changes to their IT data gathering has meant more unfunded administration has been passed to the practice. This is not acceptable to the partners who, along with the other 4 Belper practices, have written to the Midwife service to advise that

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with effect from the start of September 2016 a service charge will be made for the use of rooms and supporting admin. To date no response has been received but this could result in the move of this service away from Appletree and other practices in the area.

- **Flu clinics Sept/ Oct 2016** – This year the Flu Clinics are running a few weeks earlier than usual to avoid competing with Community Pharmacies. (see app 2 – Dates). As in previous years volunteers are sought to assist in the smooth running of the clinics – queue management; car parking; conducting patient survey.

Actions:

Can volunteers let SWL know their availability?

JR to organise Car Parking team.

AM to meet with SWL/ DN to design patient questionnaire.

- **Arrivals and Departures:**

- Helen Speake, long serving receptionist is retiring at the end of July. Sorry to see her go and wish her well. Helen had been particularly supportive of the Carers initiative.
- Dr Austin Dekker – Final year Registrar is now a fully qualified GP and is leaving for a GP post in inner Nottingham. Austin has done most of his GP training at Appletree and will be missed.
- New GP Registrars Dr Abigail Grimshaw and Dr Matthew Pearson will be with Appletree for 4 months starting Aug 3rd.
- New Advanced Clinical Practitioner (ACP) – the practice is very pleased to have appointed another fully funded ACP – Helen Rodgers. Helen is a paramedic by training and starts late September

Other items:

9. CQC Inspection – final report.

Appletree had been rated as “Good” following the recent CQC inspection. Within that overall rating a number of aspects had been considered “Outstanding”. The report is available for all patients to read via the CQC or practice web sites - <https://www.cqc.org.uk/location/1-547897302?referrer=widget3>, or on request from the practice. The PPG congratulated the Practice for achieving a creditable report which showed few, if any weaknesses.

10. Duffield Parish Council “Plan for the Elderly”

As part of the delivery of the Duffield Parish Council’s Parish Plan the Council had hosted an initial meeting of interested parties to look at ways of helping residents in the village who are isolated and lonely. This is very much in line with current NHS/ CCG healthcare initiatives focussed on the frail and elderly and SWL/ June Mendham (Care Co-ordinator) had attended. As a next step it had been agreed to invite all organisations and individuals in the village with an interest in this issue to an open meeting 6.30pm 28th September 2016, at which they could present on their initiatives and problems, and network with others to perhaps find common ground on which to make progress.

Action: it was agreed that although it clashed with the next PPG meeting, the PPG should be represented. The Practice itself will be in attendance. As a result the date of next meeting was changed to Oct 5th – see 12 below. Volunteers from the PPG to attend please contact SWL/June M

11. Virtual PPG

SWL had come across an online approach to Virtual PPG which would enable those hard to reach patient groups who were either unable or not interested in attending the formal PPG meetings, but who nevertheless may wish to have a say in the design of local services, to get involved. It is effectively a “chat room” approach. Concern was voiced as to how such an initiative could be managed to prevent it from becoming an online “free for all” which could rapidly get out of control – viz. some of the Belper chatrooms. SWL to look into it in more detail.

12. Date of next meeting – it was agreed to move the next meeting to Wednesday 5th Oct 2016, the usual last Wednesday (28th Sept) clashing with the Care for the Elderly meeting – see 10 above.

There being no other business DN thanked everyone for their attendance.

The meeting finished at 8.40 p.m.

Appendix 1

Report on PPG stall at Duffield Carnival – 25 June 2016

The PPG had a stall at the Duffield Carnival on 25 June 2016. Unfortunately it was a very wet afternoon, so we had to make the most of the few clear intervals we had to catch people! The aim of the day was to provide information and update patients on changes at the surgery, promote the use of the internet for online appointment booking and prescription ordering, newsletters and of course recruiting for the PPG. In other words, how to make the best use of the Practice and its website. So although we were able to spread the word we did not talk to as many people as anticipated, especially as quite a few people who attend the carnival come from outside the area and therefore are not registered with Appletree. However, quite a few patients were not aware of some of the changes or ways of contacting the surgery, so I think it was a useful exercise and certainly not a wasted day.

We had a wide range of leaflets to give to people including a new leaflet on the Patient Survey Results (2014-2016) and how the Practice had reacted to the answers to the Survey and subsequent improvements to address the problems. Many thanks to Wendy, Roy and John for their help on the day and also Steve, Leanne and Sarah who produced the leaflets, excellent large posters and professional name badges.

Elizabeth Reed

Appendix 2

Flu Clinic dates 2016

Saturday	17 th September	Duffield	8.30 – 11.00am	4 clinicians?
Monday	19 th September	Duffield	12.00 – 2.00pm	1 clinician
Tuesday	20 th September	Duffield	12.00 – 2.00pm	1 clinician
Wednesday	21 st September	Little Eaton	8.30 – 11.00am	2 clinicians
Thursday	22 nd September	Duffield	12.00 – 2.00pm	1 clinician
Friday	23 rd September	Duffield	12.00 – 2.00pm	1 clinician
Saturday	24 th September	Duffield	8.30 – 11.00am	4 clinicians?
Wednesday	28 th September	Little Eaton	8.30 – 11.00 am	2 clinicians
Saturday	8 th October	Duffield	8.30 – 11.00 am	4 clinicians?