**Minutes of Whitwick Patients Participation Group Thurs. 23rd January 2020**

Next Meeting Thursday 2nd April 2020 @ 2pm

**1. Present:** Lou Carter LC), Sarah Chalmers (SC), Celia Foskett, Roy Hill, Mike Kirkman, Bob Reddington (RR), Karin Siddals (KS), Paul Siddals (PS). Sarah Storer (SS), Jenny Toal (JT), John Wilton, Mirabelle Wilton.

Richard Burchell and Jan Cufflin have resigned and Ray Woodward has joined the Group. Paul had sent a card of condolence to the wife of former member Peter Walker.

2. **Apologies:** Kay Hayward, Ken Hayward.

3. **Annual General Meeting:** The Chair gave a generally positive report of the activities of the Group over the past year. Paul Siddals was re-elected Chair and Roy Hill was re-elected Secretary. There was no other business.

4. **Notes of the Meeting held on 3rd October 2019:** The notes were accepted.

5. **Matters Arising not on the agenda:** None

6. **Practice News:**

1. There have been no staff changes.
2. The Practice Nurse is now a Prescribing Nurse and it is proving much faster to get an appointment with her. She can call in a GP to the consultation if necessary. KS to write a further article for Community Voice about this change.
3. The CCG are visiting to clarify the use of Section 106 (Developer’s) monies.
4. Electronic Prescriptions will eventually replace paper ones. They are safer and more accurate than paper prescriptions. SC to publicise electronic prescriptions to ensure patients understand the new process and reasons for change.
5. Do Not Attends (DNAs) have been static. One repeat offender has been removed from the practice list.
6. There has been no movement to the Practice becoming Dementia Friendly. The Chair offered the services of the PPG arrange a survey of the premises. LC volunteered to organise the survey. PS to send LC the contact details of the CCG manager dealing with dementia and the Alzheimer’s Society.

7. **Patient Survey:** JT presented a very full report of the survey results. There were 8 negative and 13 positive comments with 4 suggestions. JT will issue the report electronically. SC will get feedback from the Practice before publishing the results and Practice comments on the website.

8. **Stand-up appointments:** RR presented a newspaper cutting outlining a research project into the efficacy of stand up appointments. The Group, by a show of hands thought it not to be a good idea.

9. **Coffee mornings and Christmas lunch:** TheChristmas Lunch at St Joseph’s had proved a useful social event. Coffee mornings had not gone particularly well other than the two designed to support Charities. It was AGREED to continue with the coffee mornings but to link them either with Charities (Macmillan, Hospice Hope) or the NHS health campaigns. SS will look at the NHS website to see what advance information is available.

10. **CCG and Building Surveys**: Roy had contacted Ian Potter at the CCG who had explained that they had to have two building surveys, one for each practice, even though they were the same building.

**CCG and Clarity of Reports:** Roy had contacted Ian Potter at the CCG who understood our concern at the use of acronyms and undertook to send a list of those commonly used – yet to be received.

**GDPR and patient contacts and a Virtual PPG Group:** Roy had contactedthe local Data Protection Officer.It seems that the needs of GDPR now are so rigorous that we would find it very time consuming to get involved with a Virtual PPG.

11.**Integrated Locality Meeting:** The Group has now been disbanded .

**DHU and Loughborough Urgent care Centre:** The last meeting had been cancelled but it seems that Out of Hours doctors are being complimented. The next meeting should be April 2nd.

12. **Local area Co-ordinators:** This does not cover Whitwick.

**PPG Objectives for 2020:** SC to put the last two sets of minutes are not on the website.

PS to correct typos, remove reference to an Integrated Locality Team, and re-issue

**PPG Self-appraisal for 2019:** It was agreed that the principal areas have been covered.

13**. Previously circulated reports:** There were no issues raised.

**14. Any other Business:** RR is going to the Cancer Champions meeting.

Hospice Hope is very active and hoping to build a new home on Council owned land on Talbot Lane, Whitwick.

It was noted that the Blue Crest mail shot patients may have received offering private ‘well being’ tests were available free at the surgery if needed.

15. **Date of Next Meeting:** The next meeting will take place on April 2nd at 2pm in the Health Education Room. SC to book room

**ACTIONS**

1. KS to write a further article for Community Voice about the use of the Practice Nurse.
2. SC to publicise electronic prescriptions to ensure patients understand the new process and reasons for change
3. LC volunteered to organize the Dementia Friendly Practice survey
4. PS to send LC the contact details of the Alzheimer’s Society.
5. JT will issue the Survey report electronically.
6. SC will get feedback from the Practice before publishing the results and Practice comments on the website.
7. SS will look at the NHS website to see what advance information is available.
8. SC to put the last two sets of minutes are not on the website.
9. PS to correct typos, remove reference to an Integrated Locality Team, and re-issue
10. SC to book room