Notes of Whitwick Patient Participation Group

**Thursday June 15th 2pm at Whitwick Health Centre**

**NEXT MEETING: THURSDAY September 21st 2017 at 2pm Health Education room**

Present: Roy Hill Paul Siddals Sarah Chalmers Hugh Perkins

Karin Siddals Peter Walker Mirabel Wilton John Wilton

Celia Foskett Lou Carter Jenny Toal Mike Kirkman

1. ***Apologies:*** Bob Reddington, Derek Howe

***2. Notes of last meeting 2nd March 2017 & matters arising.***

**The minutes:** of last meeting were agreed.

**DNAs:** The numbers of “Did not attend” patients varied from 46 in March to 34 in May. 27 warning letters have been sent out to repeat offenders and persistent offenders will be removed from the practice.

**Screen in waiting room:** NHS Property’s excessive bureaucracy and prohibitive cost currently prevent this improvement.

**Recorded message on phone**: Caroline and Sarah are looking for a more suitable package and will consider the feasibility of removing the message in the meantime.

**Defibrillators:** Several PPG members went to Thringstone Co-op to learn how to use the defibrillators at Whitwick and Thringstone that the Co-op paid for out of the plastic bag levy. There is also one at the Meadows and all 3 are easy to use and failsafe.

***3. Practice News:*** Lisa leaves on 19th June. We wish her well in her new role as a Healthcare Assistant (HCA) at Markfield. The practice is recruiting 2 receptionists and a HCA. There have been several promising applicants. Catherine is staying and Jane is staying until August. Holly is not returning after maternity leave.

Dr Bedi is joining the Practice as a Partner on August 1st. There have not been any applications for an Advanced Nurse Practitioner (ANP). However Ann, our present Locum (ANP), might become more permanent. Sarah is presently doing 4 days a week as a Practice Nurse.

Appointments are in short supply and are being released as the staffing timetable evolves. Appointments in the near future can be booked by phone.

The practice is constrained by lack of clinical rooms. This could be resolved if Sarah were to move to an empty office and a sink were installed in her current room. The conversion is challenging as NHS Property charge excessive costs and take a very long time. It was suggested that the practice get a quote from a local plumber and challenge NHS Property if they significantly differ. Section 106 money from the new housing developers in Thringstone will soon be available. **Action: Sarah to put in a bid for money towards the sink and better health information screen in the waiting room.**

***4. Practice Newsletter.*** It is hoped that this will be a quarterly event. It will be posted on the website and patients can sign up on the website for it to be emailed to them. Some copies will be in the waiting area. One patient had commented that it contained too much information, but most agreed that it was very good.

***5. Dr Hepplewhite.***  Dr Hepplewhite retires at the end of July and there will be a celebration of her time in the practice, at the George and Dragon on Tuesday 1st August from 5- 8pm. Everyone is invited. For catering purposes please inform the surgery before 21st July if you intend to come. **ACTION Paul to say a few words at about 7pm on behalf of patients. Jenny to make a cake. Karin to organise a farewell card signed by the PPG.**

***6. Patient Survey Analysis.*** Jenny has analysed the questions and responses in detail and found many discrepancies between responses and comments. Mike had noticed that there were 2 versions of the questionnaires issued and only one algorithm to analyse the responses. The only meaningful conclusion is that most of the written comments were positive. The few negative responses were a reflection on the NHS rather than our Practice. Jenny and Mike were thanked for all the work they put into this. The next survey will be simpler and more focussed.

**ACTION. Sarah to put a simple statement on the website or in the newsletter thanking patients for filling in the survey and explaining the outcome.**

***7. Annual Practice Appraisal*.** This was on 20th March and the result has not yet arrived. The CCG were concerned about the challenges the practice had raised, i.e., difficulty in getting a replacement for Dr Hepplewhite, lack of space, and staff recruitment and retention. They didn’t seem to have any influence with NHS Property.

***8. Diabetes Event 6th July*.**  Dr Hamid Mani, a clinical lecturer from Leics University is our speaker and he will explain the causes and ways of managing diabetes, and then spend most of the evening answering questions.

Whitwick Parish Council have given us a grant of £50 to cover the cost of the hall (£25) and printing (£26.28). Paul has covered the small difference. Paul has arranged for a notice in the Whitwick Community Voice. 50 Posters and 250 flyers have been distributed by PPG members in Whitwick and Thringstone. Both our Practice and Drs Lewis and Patel’s have agreed to notify their diabetic patients.

If it is successful, we could hold a similar event on a different subject in the future.

***9. Diabetic Eye Screening.*** This service for already- diagnosed diabetics is coming to our Practice in September and October. The NHS are organising the appointments using the list provided by the Practice.

***10. Out-of-hours Service.*** If you need to see a doctor out of hours, 111 will direct you to Loughborough Urgent Care Centre or to Coalville Hospital where there is now an “appointment only clinic” on a Saturday. This and the other changes to urgent care make our “What to do if you are unwell” guide out of date. The basic out of hours guidance is phone 111, or in case of life threatening conditions then phone 999.

***11. Local Articles***. It was suggested we had an article in the Thringstone Bauble **ACTION – Lou to arrange for a reference to the Practice Newsletter and supply a link to it.** A regular article in the Whitwck Community Voice was also suggested for the monthly deadline of the 20th.  **ACTION - Karin and Lou to choose an item from the Practice Newsletter each month and write it up for the Whitwick Community Voice.**

***12. N.W. Locality PPG 24.4.17.*** 6 PPGs and the Federation Manager were at the meeting. The Federation Manager explained the Saturday morning out of hours GP arrangements. Other practices were interested in our diabetes evening. Markfield PPG are looking at the possibility of an outdoor gym, similar to the one in Whitwick Park.

***13. West Leics PPG Network.*** Meeting 27.4.2017. Spencer Gay, CCG’s Chief Finance Officer spoke well on the NHS’s financial challenge and possible future arrangements. Rob Haines, DHU’s Head of Ops spoke well on integrated urgent care and out of hours provision. Peter Davis, LCC’s Assistant Director spoke less convincingly on social care. The next meeting is on Thursday 27th at Beaumont leys. The CCG AGM is at 5pm on 11 September at Burleigh Court.

***14. Loughborough Urgent Care Centre LUCC.*** The Patient Experience Group are working well withby DHU (the not for profit LUCC operator). They are trying to organise road signs to this from the Nanpantan Road to LUCC. They are also pushing for a 24 hour X-ray facility. **Action: Jenny will circulate the next minutes when they are available**

***15 Whitwick Parish Council.*** Paul attended a meeting and gave a report on the PPG. **Action: Paul to thank them for their grant of £50 at the Diabetes Event**

***16 AOB.*** None

**NEXT MEETING on SEPTEMBER 21st at 2PM**