**PATIENT PARTICIPATION GROUP MEETING**

**DATE: Monday 13 April 2015**

**TIME: 13.00 - 14.30 hours**

**PLACE: Oakwood Surgery – Meeting Room Left**

**Present:**

Sheila Ormerod (SO) (Chair)

Andrew Hughes (AH) (Vice - chair)

John Marsh (JM)

Norman Windsor (NW)

Peter Burrows (PB)

Pamela A Stewart (PAS)

Carla Tucker Practice Quality Supervisor (CT)

Dr Butt

**MINUTES OF THE MEETING**

**Agenda item 1. Introductions**

There were no introductions

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**Agenda item 2. Apologies**

Marilyn Bingham (MB)

Peter Sutcliffe (PS)

Jack Heeley (JH)

Alan Nash (AN)

Jayne Bouch (JB)

Yvette Price- Mear (YPM)

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**Agenda item 3. Consider and agree minutes.**

These were agreed to be a true record. Proposed NW seconded PB

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**Agenda item 4**. **Matters arising**

PPG leaflet 2015. CT provided a photocopy of the proposed leaflet for members to see. PS was to have brought a full colour copy but was unable to attend. The leaflet was unanimously approved by PPG members. CT will email the colour copy to members for their information and arrange printing. **Action CT**

CQC inspection; no date as yet but practice well prepared for the visit.

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**Agenda Item 5. DNAs**

CT provided figures for the past three months

2015 Jan 261

2015 Feb 269

2015 Mar 303

Members again expressed concern about these figures. AH suggested that the costs of the DNAs should be shown on the surgery electronic screen. PAS said that all costs had been displayed at her previous practice. There was further discussion about Mjog which was highly regarded by Roundwood Surgery. CT replied that cost for the service was a consideration.

CT explained the quickest way to cancel an appointment was to ring the surgery and choose option 3 as well as via Systmonline, PB asked if this information might also be displayed in the surgery. CT to arrange this**. Action CT**

DR Butt commented that the most annoying aspect of the DNAS was when a same day appointment was not kept.

AH asked if the telephone system was now ok CT said that it was satisfactory.

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**Agenda item 6. Patient questionnaire 2014/15**

CT informed the PPG that 66 questionnaires had been completed. She thanked members for their time and support in doing this. CT circulated an analysis of the survey for information. It was satisfying to note that 56% of respondents thought that changes in the surgery worked well or extremely well..

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**Agenda item 7. The Friends and Family test**

The F&F test is ongoing for now. CT not sure if it will continue long term. The PPG questionnaire however will be ongoing.

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**Agenda item 8. Any other business**.

**Arthritis Care**. AH reported on the South Forest Branch Arthritis care self help group could be highlighted in the Warbler. The group has 140 members and its activities include a walking club, day trips for members and 3 classes of aqua aerobics all of which are very enjoyable and sociable. The membership fee is £12 per year.

It was agreed that this information could form the PPG Warbler article for May. SO will draft an article and send to AH for additional information. **Action SO/AH**

Dr Butt said that Arthritis Care provided a lot of information and was open to all patients. He suggested that AH might wish to make a presentation at GP/nurses/HCAs’ get together. It might be appropriate for the 4th Wednesday in June as National Arthritis Week is to be held in June.

**Warbler article May** SO asked if there would be a medical article for the Warbler. CT suggested that Dementia Awareness week might be a good subject. **Action CT**.

**Nottingham Self Care** Hub PAS circulated information to members. This is based at Kirkby-in-Ashfield Health Care village. Information about agencies is gathered and distributed via volunteers manning the various offices. There is the possibility of a community bus for travel to and from the centre. PB reported that some services would be closed while the centre was revamped. PAS was concerned about the effectiveness of yet another vague health initiative. Dr Butt commented that it was not a new concept and a great idea but in practice it might prove difficult. Some guidelines might run counter to the patients’ GPs advice.

**Change of date for next meeting** SO asked the PPG members if they would kindly agree to this as she would not be available to Chair and do the minutes due to family commitments. CT said the meeting room was available for Monday 8th June . All agreed to this change in date

**Agenda item 11. Date/time of next meeting; Monday 8th June 18.45 - 20.00 hours**

**At the meeting held on the 08.06.2015\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2015 the above minutes were agreed as a true record.**