**Derby Road Patient Participation Group**

**Meeting Minutes 25/07/2023**

**Attendees**

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| Daniel Biggin – Social Prescriber (Chair) - DB | Carolyn Blore |
| Mary Stokes -MC |  |
| Liz Lemon – LL | Sue Cope SC |
| Jane Ward – JW - Assistant Practice Manager | Roger Wykes - RW |
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**Apologies**

David Ward - DW Henal Desai -HD

Sheila Owen - SO Allan Wright – AW (Stood down from group)

**Approval of previous meeting minutes**

Previous minutes were a fair reflection and were agreed on.

1. **New Chair**

Daniel informed the group that Sheila Owen has offered her name as a chair to the PPG, Roger then went on to ask about the role and we established he would be a great vice chair in support to Sheila Owen

The rest of the group then agreed this would be a great idea and are happy for Roger to be Vice Chair and Sheila to be the new chair.

Daniel will inform Sheila and the group of the decision made at this PPG meeting.

Liz asked around the admin assistance to the PPG group, Jane went on to say that if herself or Andrew attended the meeting, they would bring a laptop to take minutes for the meetings going forward. Jane then went on to say that the group met without Jane or Andrew no IT equipment will be provided and this is to be provided by the group themselves in their absence.

It was highlighted around the importance of sharing the minutes responsibility.

JW – The idea is the group bring the patients point of view of the as to what they want at the surgery. If they want guest speakers, this can be supported by derby road to arrange this, JW then went onto say in terms of getting figures and stats and figures, this can be obtained but only if there’s a need for it.

JW wants to ensure the PPG can have services that add value to the practice.

Carolyn – Asked if there are set practice working times… example, of early hours and late hours purely for people who work.

JW responded that at this practice they’re open 7-8 Wednesday and Friday, for this, and there are appointments for GP plus which are open Saturdays. Extended opening 8-4 pm, Flu 6-8 and All-day on the 23rd September. The GPs who run the after-hour surgery are locum not Local GPs.

Roger went on to ask about the number of staff employed at the practice, JW responded with that there are 32 directly employed by Derby Road Health Centre and that there are 89 staff within the NCGPA, as there are other roles that work within the practice not directly employed by Derby Road.

A breakdown of the staff is below and can be found on the site [drhc.org.uk](https://www.drhc.org.uk/) and clicking on Staff.

GPs 4

4 nurses

3 HCA / Phlob

3 ANPs

3 Management

2 Secs

3 Admin

2 Finance

Nurse hours have been asked 3x 12-hour shifts = Full time clinical shift much of the same for other members of the clinical staff at the practice.

JW explained to the group how the Clinical Pharmacist work, when doing a birthday review, nurses do the physical side of the birthday review. CP WILL do the nonphysical side of the review; Clinical Pharmacists cannot be independent practitioners at DR and cannot prescribe.

1. **Food Bank**

Daniel highlighted the use for the food bank to the ppg group, and how long people could be waiting for a SPLW to contact the patient, it was discussed at a meeting with the Practice Manager Nikki Martin

The group would like to get established, there is no pressure on the group to support this at present, it’s an idea that could be thought about.

1. **Patient Feedback**

Concerns around the feedback being 87% satisfaction, questions added how large this group was, how the PPG group can gather feedback themselves.

If the members are happy to do a survey the practice would oblige to this, and support this going forward.

1. **AOB**

The PPG would like the practice to help the PPG members know their role, maybe provide a term of reference.

Practice meetings – can the PPG be discussed within a practice meeting to discuss the use PPG group and ideas they have.

The members of the PPG then went on to discuss how there is an under representation of the group, especially within the BAME community to encourage to join the PPG,

JW told the group that a lot of members of the BAME community do be involved within other initiatives within the community.

A question was raised around if the practice could send out another text asking for new members for the PPG interest?

Jane responded to this and explained that it is unlikely the practice would send a text to it’s patients as there are often complaints from patients, and they generally only try and send texts to patients that’s on a clinical basis.

Mary asked if there was such a thing of a monthly bulletin to be sent out to patients/PPGs, this was done, it is quite difficult to produce and very hard to be sent.

Liz would like to utilise the screen in the practice as members of the PPG to engage the patients at the practice, Derby Road does have social media accounts such as Instagram and Facebook fb to attract a younger audience.

Group would like to meet the senior partner, Dr Vadgama, Jane Ward said she would speak to her to see if she would be happy to introduce herself to the group, but it will only be that.

Liz concerned there isn’t a lead within the practice to guide the group to look into things that would benefit the practice patients.

The next PPG meeting will be held on Wednesday 20th September 2pm