

**Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting held
Wednesday, 5th May 2016 at 6.30pm**

Attendees:

Eddie Van Den Bron, Robert Towle, Phil Coultas, Mary Innes, Colin Scrivener, Judith Williams, John Spray, Paul Phillips, Rachel McCartney-Hayer, Linda Wallbanks, George Wallbanks, Dr Rishika Mahajan, Estelle Hargrave.

Apologies for Absence:

Brian Stone (resigned from PPG), Liz James, Marcus James, Sarah Cox, Terry Kelly (resigned from PPG), John Trevaier, Paul Williams, Stephanie Sanders, Wendy Potts.

Minutes of the meeting Thursday 17th March 2016:

The minutes of the meeting 17th March 2016 had been approved by Email and a copy of the minutes posted on the PPG notice board in the surgery.

Matters arising:

- It was reported that there was no update on the Transport questionnaire. The deadline for submission had been missed so it was decided to review the questionnaire later in the year and make a submission at that time. **Action Eddie Van Den Bron**
- Phil Coultas had written to Sarah Cox regarding his experience of accessing his records via the Medical Centre's IT system. At the date of the meeting Phil had not received a response to his Email. Mary Innes agreed to take the matter up with Sarah Cox. **Action: Mary Innes**
- Mary Innes reported that a survey of the surgery had taken place and a position identified for a 42" TV monitor to be installed later in the year.
- Cancellation of appointment confirmation: Judith Williams and Mary Innes confirmed that they had tested the system and it was working properly.
- Health Watch Derby visit: It was agreed that should Health Watch Derby visit the surgery again that they would be asked to be more proactive in approaching patients for their feedback.
- The new telephone queuing system had been installed and was working. At the moment the system will only allow 7 persons to be in the queue. A recording system is due to be installed to enhance the system already in place. It was suggested that as staff started at different times during the day that a message should be put on the system to explain the various start times. **Action: Mary Innes.**
- Links to a proposed Youth webpage on the surgery website were outstanding. **Action: Eddie Von Den Bron to follow up with Estelle**

AOB:

- Mary Innes advised that Dr Doris had retired from the practice with effect from the 30th April and Dr Keeling was now the senior partner.
- Mary Innes advised that there was going to be some other clinician and administration staff changes. The surgery was also trying to recruit another partner but to date had had no success.
- It was agreed to invite Dr Keeling to the next meeting to give the PPG her views on how she saw the PPG working going forward. **Action: Eddie Von Den Bron to contact Dr Keeling to issue an invitation.**
- The surgery planned to ultimately have 3 triage nurses on staff.
- It was advised that there was still a Vice Chair position open for the PPG if anyone was interested.
- The constitution of the PPG stipulated that there should be between 12 – 20 members who attended on a regular basis. Any member who regularly did not attend without giving their apologies would be written to in order to ascertain if they were still interested in being a member of the PPG. Phil Coultas agreed to update the register of attendees and provide to Eddie Von Den Bros. Eddie would then review to see to whom he should write. **Action: Phil Coultas and Eddie Von Den Bros.**
- Despite circa 1500 houses being built in the area no increase in the infra structure was planned. The surgery patients list was still open although the surgery was struggling to provide a service and were close to its maximum number.
- Suggestion Box: It had been suggested by one patient that a late night surgery and Saturday morning surgery should be held by a nurse to undertake things like smears and long term illness reviews as to take time off work during the week for a nurses appointment was quite difficult when working. **Action: Mary Innes to take up with the partners**

Date of Next meeting:

Wednesday, 6th July at 6.30pm.

Robert Towle - Secretary to the PPG.

11th May 2016.