

**Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting held  
Thursday 14<sup>th</sup> January at 6.30pm**

**Attendees:**

Eddie Van Den Bron, Robert Towle, Phil Coultis, John Spray, Mary Innes, John Trevail, Brian Stone, Colin Scrivener, Terry Kelly, Judith Williams, Sarah Cox

**Apologies for Absence :**

George Wallbanks, Linda Wallbanks, Wendy Potts, Marcus James, Liz James, Paul Phillips, John Hargrave

**Minutes of previous meeting:**

The minutes of the previous meeting dated 12th November 2015 were approved.

**Matters arising:**

- Appointment of Vice Chair – Judith Williams declined for personal reasons. The post remains vacant.
- Flu clinic update – Sarah Cox reported that the flu clinic had gone very well and patients were processed through the surgery very quickly. Those patients with chronic conditions who had not had their flu jabs were being contacted by telephone.

**TV monitor for surgery:**

Terry Kelly asked if the surgery could install a TV monitor to disseminate information to patients. Sarah Cox explained that there would be an additional cost to have a TV installed which the Practice would not be willing to fund. There were also potential issues around performing rights fees. After discussion it was agreed that Sarah Cox would investigate with other surgeries that did have a TV monitor how they went about it and the costs. Judith Williams also agreed to ask at her local Post Office as they had a TV monitor installed. **Action: Sarah Cox and Judith Williams**

**PPG Notice Board:**

Terry Kelly commented that he had noticed that the PPG minutes on the PPG notice board were very often months out of date. It was agreed that the Secretary would issue the draft minutes to the PPG for approval within a week of the meeting, and after a short time these would be deemed to be approved and then posted on the PPG notice board in a timely manner. **Action: Robert Towle**

**Care Quality Commission (CQC) inspection:**

Sarah Cox reported that the CQC inspection took place on the 7<sup>th</sup> December 2015. The CQC draft report had been published and the Practice was reviewing its contents. The Practice had been given a “Good” rating with only one issue being raised requiring action. This was in respect of data being

input to the Safeguarding Register. Action to sanitise the Safeguarding Register and a clear process outlining what should be included was under way. Once the final report was issued by the CQC it would be uploaded to their website for open viewing. The next inspection was expected in 2/3 years time.

#### **CCG update:**

Sarah Cox advised that the Practice had applied for funding from the Primary Care Transformation Fund in relation to the Practices future needs and requirements relative to the infrastructure of the building and surrounding parking areas even if this meant relocating the Practice. Mickelover was deemed a priority area given the number of new homes being built. It was thought the CCG would submit a bid for the Derby City area as a whole by mid February 2016 but projects of this nature and magnitude are often subject to severe delays before a final decision is made, so an early resolution to the issue was not expected.

Sarah Cox also advised that another bid had been submitted to the CCG by four surgeries within the area including our own, aimed at providing community services closer to home for elderly patients and those suffering with Mental Health problems.

#### **Practice Satisfaction Survey:**

Approximately 1200 emails had been sent to patients asking them to complete a satisfaction survey. Since the survey had transferred to the Practice website 45 surveys had been received. The Practice were currently establishing how to retrieve the comments from the software. The number of returned surveys was disappointing and the meeting was asked to think how this might be improved. **Action: PPG.**

#### **Patient List Update:**

Sarah Cox advised that the patient list totalled 11,400 and remains static. The maximum the Practice could accommodate was 12,000.

#### **AOB:**

- Tea & Chat – the next Tea & Chat session is scheduled for Saturday 19<sup>th</sup> March between 11.00am – 1.00pm. Previous sessions had been very successful and the number attending continues to increase. All PPG members were invited to attend. The theme for this session was Easter and Tesco had kindly offered to sponsor the session.
- Suggestion Box – No suggestions had been submitted via the box in the surgery waiting room
- Transport Questionnaire – As Liz and Marcus James were not at the meeting there was no update. The Transport Questionnaire ideally needs to be completed by the end of March. Eddie Van Den Bron agreed to speak to Liz and Marcus James. **Action: Eddie Van Den Bros**
- “No show” appointments – Sarah Cox reported that between June and December 2015 98.75 hours of GP clinical time was wasted as a result of “no shows” appointments. In addition, 62.75 hours were wasted of nurse’s time as a result of “no shows”. The approximate cost of “no show” appointments was £10,500. If a patient has two “no shows” within a 6 month period they are sent a letter from the Practice.

- Additional surgeries – Sarah Cox advised that the practice was considering making an application to the Area Team for a 7-8am surgery session once a month.
- Future agenda items – the PPG were asked to submit agenda items for future meetings which could include asking one of the Doctors to attend a meeting to discuss a specific subject.
- Health Watch Derby – it was reported in the draft CQC inspection report that 19 comments had been received by Health Watch Derby specifically about the Practice. 12 positive comments had been received and 7 negative comments. Sarah Cox advised that she was going to follow up on this to establish what the negative comments were, as none of these had been received by the practice, so that appropriate action could be taken if necessary.

**Action: Sarah Cox**

- Practice website – The Practice website was viewed by the meeting. The general consensus was that the website was good and informative and easy to navigate. At the last meeting Estelle Hargrave suggested that there should be a specific page aimed at teenagers. After discussion it was agreed that Eddie Van Den Bros would contact Estelle to ascertain what subjects she thought should be on a teenager web page. The PPG were also asked to submit ideas. **Action: Eddie Van Den Bro & PPG.** It was also discussed as to how we might get the schools involved in a teenager web page. John Trevail agreed to draft a letter which could be sent to the schools. **Action: John Trevail**

**Date of next meeting:**

Thursday 17<sup>th</sup> March 2016 at 6.30pm. Venue the surgery.

Robert Towle

PPG Secretary

21<sup>st</sup> January 2016.