

**Minutes of the Mickleover Medical Centre – Patient Participation  
Group (PPG) meeting Thursday 14<sup>th</sup> December 2017 at 5.00pm**

**Minutes:**

1. Apologies for absence:
  - a. John Spray
  - b. Apolstolis Fakis
  - c. Tove Lindgren
  - d. Sarah Cox
  - e. Hilary Gulliford
  - f. Liz James
2. The following PPG members attended the meeting:
  - a. John Trevail
  - b. Douglas Riddle
  - c. Robert Towle
  - d. Colin Scrivener
  - e. Phil Coultas
  - f. Marcus James
3. The Chair explained that the Practice had discussed their attendance at the meeting but it was agreed that on this occasion attendance wasn't necessary. However, the meeting expressed their disappointment that there was no representative from the Practice at the meeting as it was felt their attendance was beneficial.
4. The Chair advised that John Spray had decided to resign from the PPG. The Chair asked that his thanks should be recorded in the minutes for his support to the PPG in the past.
5. Minutes of the PPG meeting held 31<sup>st</sup> October 2017 were approved.
6. Matters Arising –

- a. The Pharmacy First - Phil Coultas commented that for patients who had visited the Pharmacy for minor illnesses that there was no closed loop back to the GP records which was a failing in the process.
- b. It was commented that the information regarding the PPG on the surgery TV screen went too fast and it was requested if this could be slowed down. It was also asked if the TV paused when an appointment was flashed up?  
**Action: Sarah Cox.** This action was outstanding from the previous meeting. **Action: Sarah Cox**
- c. Merger of Derby Royal and Burton Hospital – Marcus James commented that the IT systems at the Burton Hospital and the Derby Royal were not compatible and therefore this would need to be resolved if the merger was to go ahead.
- d. It was commented that the PPG minutes were not being posted on the Practice website. Robert Towle to discuss with Tove Lindgren. **Action: Robert Towle**
- e. It was suggested that prior to the meeting an update of actions should be obtained to save time at the meeting and also a summary of the actions in the minutes should be included at the back of the minutes. **Action: Robert Towle**
- f. Phil Coultas related a recent experience at Derby Royal's A&E department. There is now a resident GP within the department who assists triaging patients. However, the GP has no access to the patients GP records so making triage difficult if the patients history is unknown.
- g. It was agreed the Chair would continue with entries into the Mickleover directory. **Action: John Trevail**

h. Practice update – There was no update from the Practice. The meeting agreed to ask Sarah Cox for a written update if there was no one able to attend the meeting. **Action:**

**Sarah Cox**

7. Events – The Mickleover Christmas Fair had taken place with John Trevail manning a stall. John commented that he felt no real benefit has accrued but perhaps it could be refined for next year.
8. Self Assessment – The Chair agreed to resend the PPG Self Assessment report for the PPG group to consider and provide comments. **Action: John Trevail and PPG Group**
9. VPPG Surveys – A discussion took place as to whether the PPG should send out a survey to patients asking for feedback on what they would like from the Practice. However, it was noted that there were already a number of surveys on or relative to this subject and another survey was probably not necessary. Should a survey take place then this should go to all the patients on the register which probably wasn't practical given there were in excess of 11,500 patients on the register. Further thought to be given to the subject but it was suggested that feedback forms could be given out at reception or by the GPs as they see patients in order to try and create more interest in the PPG and the VPPG. The Chair had two contacts who had expressed an interest in the VPPG. **Action: John Trevail to contact them.**
10. PPG Officers (Treasurer, Vice Chair) – After discussion it was agreed there was no need for a Treasurer at this point. Ideally the PPG could do with a Vice Chair. Robert Towle pointed out that the Group need to have an eye to the future as under the PPG constitution the position of Chair and Secretary needed to

be relinquished after a 3 year period and that time was coming up in the 3<sup>rd</sup> quarter of 2018.

11. External Affairs – Marcus James agreed to circulate a summary of the latest Derby/Burton hospital merger. **Action: Marcus James.** The CCG are about to issue a consultation document regarding the future of Babbington Hospital. Phil Coultas attended the NHS Derby City Membership Network meeting on the 30<sup>th</sup> November. Derby is to establish an asylum seekers health assessment centre in January.

12. AOB.

- a. A number of NAPP bulletins had been circulated on a range of subjects. The annual NAPP conference is to be held in Nottingham in June 2018. It was asked if there was a charge to attend. The Chair to investigate. **Action: John Trevail**
- b. Phil Coultas commented that from October 2018 surgeries are required to provide 365 days access to the surgery. Sarah Cox to comment on the Practices progress to meeting this requirement. **Action: Sarah Cox.**

Date of next meeting : Thursday 8<sup>th</sup> February at 5.00pm.

Robert Towle

10<sup>th</sup> January 2018

### Summary of Actions

- TV screen – Action: Sarah Cox
- Minutes to go on Practice website – Action: Robert Towle

- **Summary of actions at back of minutes – Action: Robert Towle**
- **Mickleover directory entry – Action: John Trevail**
- **Written Practice Update – Action: Sarah Cox**
- **Self Assessment report – Action: John Trevail and PPG Group**
- **Interested VPPG members to be contacted – Action: John Trevail**
- **Derby/Burton hospital merger proposal update – Action: Marcus James.**
- **NAPP Conference charge – Action: John Trevail**