

**Minutes of the Mickleover Medical Centre – Patient Participation
Group (PPG) meeting Thursday 22nd March 2018 at 5.00pm**

Minutes:

1. Apologies for absence:
 - a. Dr Keeling
 - b. Sarah Cox
2. The following PPG members attended the meeting:
 - a. John Trevail
 - b. Robert Towle
 - c. Marcus James
 - d. Liz James
 - e. Colin Scrivener
 - f. Phil Coultas
 - g. Apolsolis Fakis
 - h. Carol Holmes-Holden
 - i. Tove Lindgren
 - j. Beryl Pooley
 - k. Janet Van Creayenest
3. The Chair welcomed Beryl Pooley and Janet Van Creayenest to the PPG. Beryl indicated that she had seen a notice about the PPG in the Mickleover Directory and was interested in finding out more about the workings of the Practice. Janet had had a career in nursing which had taken her around the world and now she had more time she hoped she could have some form of input to the PPG.

4. Minutes of the PPG meeting held 8th February 2018 had been approved by email and a copy posted on the PPG notice board in the waiting room and also on the Practice website.
5. Matters Arising –
 - a. The action regarding the PPG advert on the surgery TV screen and that it needed slowing down was ongoing.
 - b. Merger of Derby Royal and Burton Hospital – the action for Marcus James to provide an update regarding the merger had been superseded by events. Another meeting of Health Watch Derby was imminent which Marcus James was planning to attend. Also more information had been requested regarding the finances of the new organisation. A new business case was due to be presented in May 2018. Marcus James to update the PPG at the next meeting. **Action Marcus James.**
 - c. Blank appointments screen to PPG was outstanding – **Action Tove Lindgren**
6. Practice Update – Tove Lindgren advised the following:
 - a. Three new receptionists had been recruited and were undergoing induction training
 - b. One new Administrator had been recruited and was undergoing induction training
 - c. The Practice would soon be interviewing for an in-house Pharmacist.
 - d. Sue Chambers is to act as a Medical Secretary covering a member of staff who had gone on maternity.
 - e. Dr Sood was due back on a permanent basis in April
 - f. Dr Ash, Dr Chamberlain and Dr Jackson are now all permanent although Dr Jackson would only have a surgery on Tuesdays.

- g. Phil Coultas advised that CCG South Derbyshire had made available funding for a new GP Practice for Littleover/Findern to service the new housing estate. It was not known at this stage if there would be any impact on the Mickleover Practice.
7. NAPP Annual Conference – The annual conference is to be held in Nottingham on the 9th June 2018. As a member the NAPP, the PPG are eligible for a 25% discount off the fee to attend. Marcus James volunteered to attend. The Chair asked if the Practice would fund the fee to attend the conference. Tove Lindgren to ask. **Action: Tove Lindgren.**
8. NAPP Bulletin – The Chair reminded the meeting about the NAPP bulletins that had been circulated and that they were very good documents containing interesting topics. Liz James asked the Practice about what post op services were available locally following a hip replacement. The Practice advised that extensive physiotherapy was available outside of the Practice.
9. PPG Officers – The Chair reminded the meeting that there was still a requirement for a Vice Chair and that the constitution required that the officers of the PPG must stand down after three years. The three year deadline was due in the third quarter of this year and therefore the PPG should start to think about this. Robert Towle, currently the PPG secretary, advised the meeting that it was his intention to step down from the secretary position in September and to step away from the PPG to pursue his other interests.
10. Recruitment – Tove Lindgren confirmed that the Practice was still sending out approximately 50 emails to patients asking if they were interested in joining the PPG. It was also suggested that to publicise the PPG it might be a good idea to place

posters in the Mickleover Community Centre, Tea Rooms and Library. John Trevail to draft a poster. **Action: John Trevail**

11. External Affairs –

- a. Phil Coultas advised that the CCG deficit would rollover to the next financial year.
- b. The Heanor Health Hub which provided a number of services outside of hospital was proving to be a success and that Belper was likely go a similar way. This was all connected with the debate around the future of Babbington Hospital which was considered no-longer fit for purpose. A concern about a Belper Health Hub was that the facility would have no “nursing” beds which Babbington Hospital currently provides. Also controversially the three month consultation period had been withdrawn. Marcus James advised that he attends the Belper PPG and was interested in the ST&P strategy.
- c. Phil Coultas commented that the “Place Concept” initiative whereby a group of Practices would provide a range of enhanced services had originally been very prescriptive in its nature but it appeared that this was no-longer the case.

12. Friends & Family Survey – This was a national survey whereby the Practice was required on a monthly basis to send in their statistics. The purpose of the survey was to establish the patients’ experience of the Practice. Survey forms were very simple in nature and were handed out at reception by the doctors/nurses. A copy of the survey is attached to these minutes. It was suggested that members of the PPG could help distribute the survey in the waiting room and encourage the patients to complete. Three dates and times had been circulated and volunteers requested. It was suggested that if a

PPG member was to hand out the surveys that they should be given a script. John Trevail agreed to draft a script. **Action: John Trevail. Action: PPG members**

13.AOB.

- a. It was noted that the Data Protection Laws due to come into effect shortly would have an impact of the Practice.
- b. John Trevail advised that the PPG was a member of the NAPP 100.
- c. Following a question Carol Holmes-Holden advised that hospital Xrays could take 7-10 days to reach the Practice and only after review by a GP would the results be available for receptionists to view.

Date of next meeting : Thursday 3rd May 2018 at 5.00pm.

Marcus and Liz James, and Carol Holmes-Holden gave apologies in advance.

Robert Towle

3rd April 2018

Summary of Actions

- **Derby/Burton merger Marcus James to give update at the next meeting.**
- **Tove Lindgren to provide blank appointments screen**
- **Tove Lindgren to ascertain if the Practice would fund the fee for attendance at the NAPP conference.**
- **John Trevail to draft poster advertising the PPG**
- **John Trevail to draft script for F&F survey**

- **PPG members to advise if they could help distribute F&F survey to patients in the waiting room.**