

**Minutes of the Mickleover Medical Centre – Patient Participation  
Group (PPG) meeting Thursday 23<sup>rd</sup> February 2017 at 6.00pm**

**Minutes:**

1. Apologies for absence:
  - a. Eddie Van Den Bron
  - b. Dr Keeling
  - c. Carol Holden
2. In the absence of the Chair (Eddie Van Den Bron) it was agreed that John Trevail would chair the meeting.
3. Minutes – draft minutes of the previous meeting dated 12<sup>th</sup> January 2017 had been circulated, any comments or amendments incorporated and the approved minutes circulated and a copy posted on the PPG notice board.
4. Matters Arising –
  - a. The issues between Phil Coultas and Sarah Cox regarding the online booking system via various emails had been resolved and the matter now closed.
  - b. A summary of the presentation on the Sustainability & Transformation Plan given by Marcus James at the last meeting had been provided and circulated to the PPG. In addition a copy had been posted on the PPG notice board in the surgery.
  - c. Pharmacy First leaflets had been obtained by Tove Lindgren and batches handed to the PPG to distribute to family and friends.
  - d. NAPP – John Trevail advised that the group email address to access the NAPP was Mickleover [PPG@gmail.com](mailto:PPG@gmail.com).

- e. The link on the Practice website to the NAPP list of acronyms was outstanding. **Action: Tove Lindgren**
  - f. John Trevail offered to make direct contact to those persons who had expressed an interest in joining the **PPG. Action: John Trevail**
  - g. Tove Lindgren confirmed that the PPG could be advertised on the TV screen in the surgery waiting room.
5. The open position of Deputy Chair was raised. John Trevail confirmed that he would be willing to be Deputy Chair and this was passed by the meeting.
  6. NAPP – There was little to discuss in this respect except it was voiced that the bulletins issued by the NAPP were very informative and easy to read.
  7. Jargon Buster – There was little to discuss in this respect except that John Trevail would check the accessibility of the NAPP website for acronym definitions. **Action : John Trevail**
  8. Action Plan – The various objectives of the action plan were discussed and owners allocated to each one. It was not the intention to discuss each objective at each meeting but to only discuss those items relevant at the time.
  9. John Trevail produced a draft PPG Mission Statement which had three strands to it; Improve / Representative / Outward Looking. After some discussion John Trevail agreed to review the Mission Statement again, amend and recirculate to the PPG for further review. **Action : John Trevail.**
  10. The matter of Place Based Practices was raised. Sarah Cox explained that it was still the desire to move towards Place Based Practices and that representatives from the Practice attended bimonthly meetings. They were currently looking at improving Community Service availability to the elderly and frail. The Practice was currently linked with Cavendish, Park

Farm, Park Lane, Brook Medical Centre and Vernon Street Surgeries.

11. It was agreed that the PPG would look to go out socially after the next meeting.

12. Apolstolos Fakis explained his research position at the Derby Royal Hospital and he agreed to make a presentation of some aspect of his work at the next meeting. The PPG were asked to suggest a topic. **Action: PPG.**

13. Practice update –

- a. Another GP had been secured by the Practice for 6 sessions per week from May.
- b. Another Triage Nurse had been appointed making the total 4.
- c. As a result of the above we should see appointment availability improve.
- d. The next Tea & Chat session would be held at the surgery on the 1<sup>st</sup> April between 11.30am and 1.30pm
- e. The Practice is reviewing the Triage service with the intention of using the receptionists to filter some of the calls. Appropriate triage training will be given. The reason for this was that over 150 calls per day were being received by the currently 3 triage nurses which wasn't sustainable.
- f. The subject of a Travel Clinic was deferred to the next meeting.
- g. Sarah Cox asked if the PPG would assist in developing a satisfaction survey for patients using the triage service. Tony Williams agreed to help in this respect. **Action : Tony Williams.**

14. AOB – Tony Williams questioned the purpose of the Virtual PPG as there were only 16 members and rarely did he receive any

feedback. The meeting discussed the subject and agreed it was still a valuable method of communicating with patients and gave them a method to feedback to the Practice but it needed a rethink as to how the Virtual PPG could be developed further. John Trevail agreed to consider and develop a plan. **Action:**

**John Trevail.**

**15.** Date of next : Thursday 6<sup>th</sup> April 2017 at 6.00pm

Robert Towle

15<sup>th</sup> March 2017