



## Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting Thursday 28<sup>th</sup> June 2018 at 5.00pm

### Minutes

#### 1. *Apologies for absence:*

Robert Towle, Emma Wall

#### 2. *The following PPG members attended the meeting:*

John Trevail, Colin Scrivener, Phil Coultas, Beryl Pooley, Liz James, Marcus James, Janet van Craeynest, Sue Walker. Sue was welcomed to the group.

Minutes of the PPG meeting held Thursday 3<sup>rd</sup> May 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.

#### 3. *Matters Arising/Actions Update –*

- a. Derby/Burton Hospital merger going ahead. Agreed that it was a good thing if services can improve as well as costs cut in some areas.

#### 4. *Practice Update –*

Tove advised that new PM Emma Wall – previously an Area Manager with Boots PLC – was benefitting from detailed inductions to the many facets of her new post – not least with the departing PM Sarah Cox.

#### 5. *Data Protection*

Agreed that John would fashion a PPG Privacy Policy - as the GDP Act now demands – based on those used by similar small voluntary organisations.

#### 6. *NAPP Conference*

Marcus fed back.

- a. Key Note address, very much worth watching via NAPP website, emphasised the effectiveness and economy of organising to counter **loneliness** amongst (particularly) the elderly . Medical interventions should be the last resort not the first.

- b. Particular focus should be given to the plight of **Young Carers**

- c. Patient understanding of **Self Care** should be tested and addressed [PPG could be effective here]



- d. Regarding creation of fewer, bigger GP Practices. Evidence shows that bigger = poorer clinical outcomes. Thinking now towards looser **federations** of practices – as already happening in Heanor and Ilkeston – which will avoid the negatives but capture the positives of collaboration.
- e. website collating patient views on **side effects** of their medication. Marcus has details.
- f. Practices with PPGs that attract YP use **Facebook** (etc)
- g. One PPG has evolved a method of decreasing **DNAs**. Marcus has details
- h. 2 PPGs won awards – see NAPP website. All members advised to look at their achievements.
- i. Marcus emphasised the importance of consistent patient-GP relationship to avoid the unnecessarily expensive and overly clinical response if a complaint is taken initially to a Hospital with their lower threshold of risk.
- j. a website explains in lay terms the aims/effects of all of the **tests** commonly prescribed.

## 7. External Affairs

Group advised of the research project led by Phil Herrod to identify exercise regimes that will render 65-85 yr olds better able to withstand rigours of surgery. [pherrod@nhs.net](mailto:pherrod@nhs.net)

Beryl advised group that the NHS Trust welcomes public attendance at their monthly information giving meetings.

## 8. VPPG

Chair to contact the NAPP Prizewinning PPGs and glean VPPG tips!

## 9. Poster Campaign

Beryl has more-or-less re-wallpapered the township with our new poster – note, identify a colour copier for next time. The group recorded their gratitude at Beryl's initiative.

## 10. AOB

It was suggested Chair should send copy to Littleover Directory as well as Mickleover Directory since some of our patients live there.

Liz asked the Practice to consider re-instating the fixed monthly appointment for patients wishing to discuss mental health issues. This had been very effective in the past.



Phil pointed out that he felt that the “front-end” of the Practice web site does not naturally help a patient get to the help that they require, and that improvements were possible there.

Marcus informed the group that Derbyshire NHS were £100m over budget and that NHS England were insisting on £40m cuts – which will come from non-statutory services.

#### **11. Date of next meeting**

**5.00 pm Thursday 13<sup>th</sup> September 2018**