

Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting Wednesday 2nd November 2016 at 6.30 pm.

Minutes:

1. Apologies for absence:
 - a. Colin Scrivener
 - b. Sarah Cox
 - c. Rachel McCarthey-Hayer
2. Minutes – draft minutes of the previous meeting dated 8th September had been circulated, any comments or amendments incorporated and the approved minutes circulated and a copy posted on the PPG notice board.
3. Matters Arising –
 - a. Liz James had tried to give feedback on the Practice webpage regarding her appointment on the 11th October but as at this date the systems was not working. Tove Lindgren believed that the system was now working but would check once more. **Action: Tove Lindgren to check again.**
 - b. The list of potential PPG members had been sent through to the Chairman Eddie van den Bron.
 - c. The Lions “Message in a Bottle” Judith Williams brought along another supply of the canisters to be handed out to elderly or vulnerable patients. It was agreed a thank you letter would be sent to the Lions. **Action: Tove Lindgren**
4. It is noted in the minutes that Estelle Hargrave had resigned from the PPG. The meeting recognised her contribution to the PPG.

5. National Association for Patient Participation (NAPP) – The Practice had paid the £60 to become a member of the NAPP. A copy of the NAPP's most recent report had been received by John Trevail which he had forwarded to the Chairman, Eddie van den Bron for his review. It was thought being a member of the NAPP would benefit the Practice as it would give an insight as to what was being undertaken nationally and be able to extract best practise from the literature that the NAPP published. It was agreed that this item would be a standing item on future agendas. In the meantime John Trevail would email the NAPP for a password so that the PPG could access thier website. **Action: John Trevail.**
6. Jargon Buster – There was no specific item to discuss but it was agreed that this would be a standing item on future agendas. Phil Coultas commented that he had still not had a response from Sarah Cox to his email in February this year on his comments regarding the online booking system and some of the jargon used. **Action: Tove Lindgren to take up with Sarah Cox.**
7. Action Plan – It was agreed that having an action plan was a good idea to track activity during the year and that this would be a standing item on future agendas. John Trevail agreed to set up a blank calendar into which key dates and activities could be inserted. **Action: John Trevail.**
8. Problems getting appointments – a number of patients had raised the concern about getting appointments. It was agreed that Tove Lindgren would ask Sarah Cox the Practice Manager to respond in writing to the PPG about why patients were still having problems getting appointments and what was being done. **Action: Tove Lindgren.**
9. Practice update –

- a. The surgery was still looking to appoint a full time Pharmacist to conduct medication reviews, repeat prescriptions and general medication advice.
 - b. The Practice was still looking to recruit another fulltime Doctor but this was proving difficult despite the Practice offering incentives. In the meantime the Practice had a locum covering for a 6 month period.
 - c. The new telephone call back system by the triage nurses for same day appointments seemed to be working well and patient complaints had fallen dramatically.
 - d. The two flu jab Saturday sessions had gone very well with over 1000 patients receiving their flu jabs. There were still a few hundred patients who were eligible for flu jabs. These would be picked up as and when they visited the surgery.
 - e. The new TV screen in the waiting room was working well. Robert Towle asked if the screen could be used to advise patients when and how long the Doctors/Nurses were running behind schedule as he found not knowing very frustrating. Tove Lindgren agreed to investigate. **Action: Tove Lindgren.**
 - f. The MacMillan coffee morning raised about £200 and was well attended.
- 10.** Patients who had expressed an interest in joining the PPG – A list of names had been provided to Eddie van den Bron by Tove Lindgren. It was confirmed that anyone who had expressed an interest had been initially contacted by Tove Lindgren and thanked for their interest. It was agreed that Eddie van den Bron would contact the names on the list to establish whether they were still interested after which they would be invited to come to the meetings. It was agreed that if

an email had been provided they would automatically be added to the VPPG (Virtual PPG). **Action Eddie van den Bron.** It was agreed that John Trevail would contact the NAPP to establish if there was any guidance on the makeup of PPGs. **Action: John Trevail.**

11. Start times of the PPG meetings – A member of the PPG, Apostolos Fakis, had asked if the meetings could start at 5.30pm and not 6.30pm. Whilst this didn't seem to be a problem for the PPG attendees at the meeting it was probably going to be an issue for the Practice as this would encroach on the surgeries being held. As a compromise 6.00pm was suggested but this was to be checked by Tove Lindgren. **Action: Tove Lindgren.**

12. AOB
- a. Eddie van den Bron reminded PPG members that the position of Deputy Chair remained vacant and needed to be filled. However, there were still no takers for the position.
 - b. A query was raised as to whether a Patient Survey was due. **Action: Tove Lindgren to check.**
 - c. Liz James agreed to feedback at the next meeting on the CCG Sustainability and Transformation plan. **Action: Liz James.**
 - d. Date of next meeting – The date of the next meeting is the 12th January 2017. Start time to be confirmed.

Robert Towle

21st November 2016