



## **Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting Thursday 3<sup>rd</sup> May 2018 at 5.00pm**

### **Minutes:**

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

- a. Janet Van Creayenest
- b. Dr Keeling
- c. Marcus James
- d. Liz James
- e. Apostolos Fakis
- f. Tove Lindgren
- g. Carol Holmes-Holden

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

- a. John Trevail
- b. Robert Towle
- c. Colin Scrivener
- d. Phil Coultas
- e. Beryl Pooley
- f. Sarah Cox

#### **3. Minutes of the PPG meeting held Thursday 22<sup>nd</sup> March 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. Sarah Cox advised of one correction to the minutes; Dr Jackson was not permanent and would in fact be leaving at the end of June.**

#### **4. *Matters Arising –***

- a. Merger of Derby Royal and Burton Hospital – Marcus James to update the PPG at the next meeting. **Action Marcus James.**
- b. A blank appointments screen was circulated at the meeting by Sarah Cox. The PPG noted the various categories and colour coding of the appointments process. During the discussion Phil Coultas commented that it wasn't clear on the website how to get access to the appropriate clinician. Sarah Cox agreed to look into the matter. **Action: Sarah Cox**
- c. The Practice has agreed to fund the fee for two places at the NAPP Conference in June in Nottingham. The Chair expressed his gratitude to the Practice. Marcus James had already agreed to attend on behalf of the PPG. The Chair asked if any other member of the PPG would like to attend.



- d. The Chair brought the attention of the PPG to the latest NAPP Bulletin which contained two items of interest namely the new prescribing guidelines and the new data protection law (GDPR) which comes into effect on the 25<sup>th</sup> May 2018.
- e. The Chair raised yet again that later in 2018 the officers of the PPG would need to be considered under the PPG constitution.
- f. The Chair advised that shortly after the last meeting Janet Van Creayenest had had quite a serious accident and that he had sent a card on behalf of the PPG. The meeting wished Janet a speedy recovery.

5. ***Practice Update – Sarah Cox advised the following:***

- a. Sarah confirmed that she would be leaving the Practice in the middle of June. The meeting wished Sarah the very best for the future and thanked her for her contribution to the PPG.
- b. Dr Chamberlain would be leaving the Practice at the end of June. The recruitment process had commenced.
- c. Around August time the Practice would be providing 8.00am – 8.00pm (8.00am – 12.00pm Sat./Sun.) / 7 days a week appointments service when they would join Primary Care Plus who were expanding their network. The Mickleover Medical Centre has put themselves forward as a “hub” so appointments may be available to book at the Practice in the future if this offer is accepted by Primary Care Plus. Park Farm Medical Centre may also become a “hub” which would mean patients would not have to travel too far for an appointment.
- d. Dr Keeling was now only conducting two afternoon sessions a week. Dr Keeling is hoping to retire but will not do so until she has found someone to take over the Practice.
- e. The recruitment of a Pharmacist had stalled as the person who has been offered the position has declined and there were no other suitable candidates. The Practice has decided to put the matter on the back burner for the time being.
- f. Robert Towle advised that his wife had been told that only Dr Keeling and Dr Redlaff were able to give cortisone injections and as both doctors were on reduced working hours it was proving very difficult to get an appointment. Sarah Cox advised that this was not strictly correct as Dr Chamberlain and Dr Rajeev could also give injections but only in respect of certain joints.
- g. Phil Coultas suggested that it would be useful if the doctors’ specific areas of expertise were available on the website as this would help patients to request the right clinician when making an appointment. Sarah Cox to look into. **Action: Sarah Cox.**



6. **Friends and Family Survey** – The results of the F&F Survey conducted during April and which was assisted by PPG members was circulated. The results showed that almost 30% (159) of patients were captured out of a possible 545. 2/3rds of patients responded positively citing availability of appointments as the main issue but that patients were satisfied with the quality of the care they received from the clinicians. It was agreed that the PPG would assist in a similar manner on a quarterly basis.
7. **External Affairs** –
  - a. It was noted that the Royal City Hospital proposed to build additional wards above the existing building thereby creating more beds.
  - b. It was commented that the recent Breast Screening scandal would involve a great deal of NHS time to resolve.
8. **AOB.**
  - a. It was noted that PPG awareness week was the 4<sup>th</sup> – 9<sup>th</sup> June. Beryl Pooley agreed to put up some posters around the Mickleover area. **Action: Beryl Pooley**

Date of next meeting: Thursday 28<sup>th</sup> June 2018 at 5.00pm.

Beryl Pooley and Robert Towle gave apologies in advance.

*Robert Towle*

22nd May 2018

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### **Summary of Actions**

- **Derby/Burton merger Marcus James to give update at the next meeting.**
- **Sarah Cox to look at putting doctors specific areas of expertise on the website.**
- **Beryl Pooley to put up posters around Mickleover raising awareness of PPG.**