

**Minutes of the Mickleover Medical Centre – Patient Participation
Group (PPG) meeting Thursday 8th February 2018 at 5.00pm**

Minutes:

1. Apologies for absence:
 - a. Tove Lindgren
 - b. George Wallbanks
 - c. Linda Wallbanks
 - d. Phil Coultas
 - e. Colin Scrivener
2. The following PPG members attended the meeting:
 - a. John Trevail
 - b. Robert Towle
 - c. Marcus James
 - d. Liz James
 - e. Sarah Cox
 - f. Dr Keeling
3. The Chair advised that he had spoken to Douglas Riddle following Douglas's decision not to continue being part of the PPG. Douglas explained that he was more action oriented rather than being part of a discussion group. The Chair also explained that he had contacted two people who had expressed an interest in the PPG but that he had had no further contact.
4. Minutes of the PPG meeting held 14th December 2017 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 need slowing down was outstanding.
Action: Sarah Cox

- b. Merger of Derby Royal and Burton Hospital – the action for Marcus James to provide an update regarding the merger was outstanding. **Action Marcus James.**
 - c. Sarah Cox advised that the GP positioned in A&E does have access to patient records but this is only the Summary Care Record and not the full patient record. For the GP to have access to additional information would require permission from the patient which has to be done at the surgery prior to any visit to A&E. However, this is still not the entire patient record.
 - d. It was agreed the Chair would continue with entries into the Mickleover directory.
 - e. The Self Assessment Report had been circulated.
 - f. Regarding the NAPP Conference in June it had been established that members would receive a reduce charge for attendance but at this time the charge for the event was not known.
6. Practice Update – Sarah Cox advised that three clerical members of staff had recently left. Two of these had been members of staff for about one year. Recruitment had taken place and the three positions would be filled between February and March when the new members of staff would undergo training. Sarah also advised that reception staff were still receiving a great deal of verbal abuse from patients over the phones and at reception; mainly over getting an appointment. Robert Towle asked if it was possible to close the patient list and to ask out of area patients to find an alternate surgery in order to alleviate the pressure on the appointments process. Dr Keeling advised that it was extremely difficult to get permission from the CQC to close the patients list and even if permission was granted it would only be temporary. Also asking out of area

patients to find an alternate surgery would make little or no difference to the availability of appointments. Regarding the requirement for all GP Practices to provide a 365 service by October 2018 Sarah Cox advised that the requirement was to provide an 8am – 8pm, 7 days a week service. The Practice had not made a final decision as to how they would provide this service but that it was likely they would collaborate with a group of Practices.

7. Missed Appointments – Sarah Cox advised that on the day of the PPG meeting 170 minutes of appointment time (i.e. 17 patients) was lost due to missed appointments. Missed appointments were a common occurrence but that on occasions there were valid reasons why this should happen.
8. Quality calendar – The quality calendar produced by the Practice showed the various initiatives undertaken to improve patient experience of using the Practice services. The Chair asked if there was anything the PPG could do regarding these initiatives. Sarah Cox asked if the PPG could have a visible presence in the waiting area from time to time to gather feedback from patients. The Chair acknowledged that this may be possible and should be discussed further at a future PPG meeting.
9. NAPP password and Email – Password greendog62 – Email address Mickleover PPG@gmail.com
10. Awareness Raising/Recruitment Drive - Ideas were discussed as to how we could raise awareness of the PPG and recruit new members. Also to raise awareness of services available to patients. These included having a presence in the waiting area, Self Help Booklet distribution, the Practice Care Coordinator advising of voluntary agencies and integrated care service etc. Sarah Cox offered to provide to the PPG a blank appointments

screen showing the colour coding of appointment slots so that the PPG could better understand how the process worked.

Action: Sarah Cox

11. AOB.

- a. Liz James advised that she had undertaken some work with the Practice regarding annual health checks for people with learning disabilities for over 14 year olds. The take up had been poor but now all appointments were booked and the Practice should achieve its target. Approximately 28 patients fell into this category.
- b. A comment was made that a patient had been told by the reception staff that Doctors do not do call backs. Dr Keeling advised that this was incorrect and that doctors do make call backs where this was necessary.
- c. Sarah Cox advised that the Practice was holding a drop in clinic that evening for women to have smear tests. It was hoped that if this was successful similar drop in clinics would be held in the future.

Date of next meeting : Thursday 22nd March 2018 at 5.00pm.

Robert Towle

26th February 2018

Summary of Actions

- **TV screen – Action: Sarah Cox**
- **Derby/Burton hospital merger proposal update – Action: Marcus James.**
- **Blank appointments screen to PPG – Action: Sarah Cox**

