

Patient Participation Group Meeting
Wednesday 18th February 2015

1. Welcome

Stella, Chris, Jane, Leslie, Louise, Jo, Jean, Pauline and Christine

2. Apologies

Jim and Carolyn

3. Minutes of Last Meeting

Music in waiting rooms; As mentioned in the previous minutes, the practice has stopped paying the licencing fee to play copyrighted music as the fee comes to an exceptional amount of money which could be used elsewhere in the practice. Stella has found a website which sells CD's containing un-copyrighted acoustic and instrumental music. She has purchased 4 CD's in total; 2 CD's for Eckington and 2 CD's for Renishaw. This music will be played for the foreseeable future.

Newsletter; The PPG Newsletter is currently being written up. It will include the following; Change to Eckington Opening Times, Unattended Appointments, Hay Fever, Holiday Vaccines, New Practice HCA, Information on Ebola.

Some of the above will be explained in greater detail later on in the meeting.

Friends and family survey; The first set of results were submitted mid-February and will be submitted in the middle of each month until we are notified of any change. The actual results shall be posted directly on to the practices NHS Choices pages where percentages of how likely we would be recommended will be shown.

CQC; We have been informed that the CQC will be visiting the practices in our area during March and April, we will be expecting a visit from them during this time. Jo mentioned that a CQC presentation would be held at the InTouch Care building at the beginning of March. Stella or Chris will try to attend this presentation work permitting.

Group representatives; It has been decided that the patient representatives will continue to be Pauline and Jo. They will attend the patient reference group and patient networking group meeting. Hardwick CCG will be re-issued with their contact details so they can be notified of when and where the meetings are etc.

4. Matters Arising

Results of Practice Survey; The results of the practice survey show 86 responses from the Renishaw site and 138 responses from the Eckington site. Carolyn will collect the surveys to collate the information, ready for it to be published by the end of March. There was a brief discussion regarding the amount of responses – which was a little on the poor side – The group discussed re-designing the questionnaire to fit on to a a5 sheet maybe. It was also mentioned PPG members may come in to surgery during flu season to encourage people in the waiting room to complete the surveys while waiting for their appointments. These ideas shall be discussed in more detail in the lead up to the 2015/16 survey.

Completion of Action Plan, including sign off by a member of the PPG; Stella spoke about the completion and signing off of the action plan from the Patient survey needing to be done by the end of March. A member of the PPG will need to be the person who signs off the work for it then to be sent off to the CCG. It was decided Carolyn would be the most suitable to do this as she already collates the survey information etc. Carolyn will be asked if she is happy to do this when she collects the surveys.

Changes to Extended Hours; Dr H R McMurray is currently running her extended hours surgery – which is on a Wednesday – at the Renishaw surgery in the evening, rather than the Eckington surgery in the morning. This is partially due to her husband Dr Z W McMurray sustaining a hip injury but also for convenience. It is not certain that the surgery shall continue permanently at the Renishaw surgery in the evening, it is just up until March at the moment. Because of this it is not being openly broadcast, however it is being offered to people when they call up for appointments. A poster shall be put up on reception to inform patients also.

Practice Nurse Julie and Dr M Kurian's surgeries are still running at the regular time and site.

Possible employment of HCA; The health care assistant role will be in addition to Marie and Lisa's phlebotomy and cvd clinics. It will be approximately 10 hours a week and will include a list of duties similar to Julies such as BP and weight checks, diabetic reviews, copd, reviews and pill checks etc. ANP Jane Radford has helped write up the job description as she also did in her role at her previous practice. The HCA will be accountable to Practice Nurse Julie. Lisa has expressed an interest in the position as she has already successfully completed her phlebotomy and cardio vascular disease training.

Possible Changes to the Opening Hours at Eckington; Due to patients requesting, we are currently looking in to changing the opening times to Eckington Surgery. At the moment the surgery's phone lines open at 8.30am close at 1pm and then re-open 2pm to 6.30pm. The possible new times would mean the phone lines would open at 8am (like Renishaw) close at 1pm and re open 1.30pm to 6.30pm. The clinic times would remain un-effected. It has already run past all staff who are happy with the change. The PPG were then asked who are also happy with the proposed change.

Parliamentary Visit; Stella briefly mentioned her visit to the houses of parliament in London along with 7 other Practice Managers from the area. They were invited by the areas MP, Natasha Engel to observe a debate which was taking place regarding the state of the NHS and the building pressures on GP practices. The debate was very interesting and informative despite the Health Secretary walking in and out of the debate as he pleased! The discussions were a great success however, it was mentioned that due to the re-elections taking place in May, there may not be any immediate changes.

Jo North's Feedback on Information brought from the Chesterfield Hotel Meeting; Due to time, Jo briefly discussed information she had brought back with her from the PRG Meeting at the Chesterfield hotel in November. Champions/Representatives attended the meeting and gave presentation on their specialised subjects such as Learning Disabilities which was found to be very informative.

5. Any Other Business

N/A

6. Time and Dates of Future Meetings

Wednesday 6th May 2015, 1pm

Wednesday 29th July 2015, 1pm