

Dr PAA Wood & Partners

Patient Participation Group Meeting

Minutes of meeting

Wednesday 10th July 2019

Held at Park Farm Medical Centre, Allestree, Derby

Present: Geraldine Comery, Val Haylett, Margot Keats, William Keats, Dee Coulthurst, John Barratt, Vanda Vickers, David Bennett, Ann Butler, Eileen Pettitt, Ian Pettitt, Sue Threadgould, Judith Johnson, Neill Croll, Irene Sobek and Melvyn Cholerton

Apologies: Barrie and Brenda Armitage, Dorothy Fisher, Alan Nicholls

Vanda Vickers agreed to be Minute Secretary for the Group

1. Minutes of the Previous Meeting 10/04/19: Agreed as a correct record

2. Matters Arising. None

3. Actions Outstanding. None

4. Practice Update - Geraldine Comery, Practice Manager

The Practice is now part of the Hub and is fully operational. Extended hours are covered by hub. Patients from 16 practices can be offered appointments within the hubs. This extends appointment availability to Monday to Friday 8 a.m.–8 p.m. and every Saturday and Sunday 9-12 morning. If patients phone and ask for a hub appointment they will be asked for consent to share records. The system is working well. The website lists where the hub surgeries are. More information is available on the Practice newsletter, found online or can be emailed if requested. The Practice currently has 12,400 patients but does not have email addresses for all patients

Government initiative is now in place requiring Practices to be part of Primary Care Network from 1st July 2019. 11 Practices are included in our Network called the Greater Derby PCN. The sharing of resources will give us the opportunity to employ a Clinical Pharmacist, Paramedic, Physiotherapist, Social Prescriber and Practice Care Coordinator. Their roles will enhance the services offered by the Practice, for example the Clinical Pharmacist may be asked to review medications in care homes. The Social Prescriber looks at the non-clinical side of patient care e.g. introducing social groups or gardening clubs.

Resourcing – Lindsay is the new Practice Nurse. She has joined us straight from university and is gradually being trained up in many areas of clinical work - taking bloods, vaccines, smear tests etc. She has a mentor at the Practice to support her with her new learning and in getting used to delivering solo clinics.

The Practice also host medical students from Derby and Nottingham Universities and sixth form students looking to study medicine, to get work experience – a taste of Practice life e.g. shadowing GPs, nurses etc. The usual protocols of patient confidentiality and dignity apply.

CQC – Clinical Quality Commission. The last inspection was 2016 so we are due an inspection. It now starts with an annual phone call – Partners are given a list of 35 questions to respond to. An initial response is given at the end of the call; no ratings will be reviewed until an actual inspection. CQC may give 10 day notice of visit, 24hrs notice or just turn up.

Vernon Street Surgery now has a PPG notice board

5. Group Update - Val Haylett, Chair PPG

Val met with Bill & Margot [joint Vice Chair] to draw up PPG Aims and shared with the group. These are intended as guidelines. They welcome any additions or suggestions

6. To discuss the choice of future talks/lectures the Group feels it would like.

Val outlined UHDB – University Hospitals of Derby & Burton. It is a Foundation Trust – important to have local people's input, they need members. Val gave out leaflets and application forms for new members and information about interesting talks

What talks/lectures would we like?

Val suggested asking the Practice Care Coordinator Malcolm. He can advise of self-referral to physiotherapy & bereavement clinic, advise on benefits, walking aids – wheelchairs, sticks, walking frames etc. Patients can ring up and speak to him

Any other suggestions? – How can Alexa/NHS link help patients?

Geraldine reminded group of the new NHS App and Choices website

7. Any other issues

Can the Practice Newsletter be put onto Library Local Information noticeboard? – Yes

Has the new housing estate had an impact on patient numbers – Yes.

The Practice increased its Partners to 8 and employed two Advanced Nurse Practitioners to assist with the additional demand.

Phlebotomist shortage crisis from The Royal Derby Hospital appears to be over – no clinics/appointments have been cancelled at the Practice recently

The Hub offers many specialist clinics e.g. smear, diabetes, dressing, asthma, phlebotomy. Practices in the Hub share expensive resources/machines, which we would not be able to fund as a single Practice – a great benefit to all. The Hub has increased the number of appointments available to our patients.

Appointments – Comment that the online appointments are not available for 2/3 weeks. The new GP contract has stipulated that Practices are to make 25% appointments available to be booked online, so there will be a greater number available online soon. Not all appointments can be put online as some need to be retained for emergencies and there has to be a balance as not all patients have access to IT.

The telephone appointment system is for urgent cases and the triage system works very efficiently and effectively. There were positive comments from group regarding the triage system. .

Repeat prescriptions ordered online or via Medicines Order Line – patients should nominate a pharmacy to deliver to – this is a much more efficient system and generates less paperwork

Flu injections – these provide a small income for the Practice. The clinics will be commencing in September 2019. If anyone cannot attend one of the main flu clinics, catch up clinics are organised. Nurses will begin administering the flu vaccines for 65 years and over as soon as the vaccines are delivered.

The Practice has contingency plans post Brexit as regards medications, general supplies etc.

Meeting Dates for 2019 – 2020

Wednesday, 9th October 2019 – Park Farm Medical Centre

Wednesday, 8th January 2020

Wednesday, 8th April 2020

Wednesday, 8th July 2020