

Dr PAA Wood & Partners

**Patient Participation Group Meeting
Minutes of meeting
Wednesday 11th October 2017**

Present: Dr PAA Wood, Geraldine Comery, Lyn Stevens, Eddie van den Bron, Vanda Vickers, Neil Croll, Marianne Croll, Irene Sobek, Dorothy Fisher, Margot Keats, Rachel Owers-Jones, Dee Coulthurst, Lesley Bentley

1. **Apologies:** Sue Ekins, Judith Johnson, Tony Eley, Barry and Brenda Armitage

Vanda Vickers agreed to be Minute Secretary for the Group

2. **Presentation by Lesley Bentley – ‘Patient Volunteers at Derby Teaching Hospitals’**

The Derby Teaching Hospital organises teaching for the University of Nottingham. They are looking for willing helpers to assist medical students in becoming good doctors.

It has around 350 undergraduate medical students who receive patient based teaching and examinations, working with volunteer patients.

Lesley stressed the importance of dealing with ‘real people’.

There are already about 800 volunteer patients but more are needed to meet demand.

The training team are on a recruitment drive to draw more volunteers. They are building relationships between the University and GPs.

Volunteer patients are needed from a wide range of illnesses or conditions from rheumatoid arthritis to strokes, diabetes and so on. Some volunteers are carers or have friends or relatives with conditions. Some provide role play.

Volunteers enjoy the experience.

The teaching sessions take place in the Education Centre at The Royal Derby Hospital, Entrance 15. They vary in length between an hour and a half day.

It involves the medical student listening to and sometimes examining each volunteer patient individually or in a very small group with a doctor or other health professional present. All volunteer patient information remains strictly confidential at all times.

Refreshments are provided.

In acknowledgement of the parking difficulties transport can be provided.

Each volunteer receives an honorarium - £15 if you use your own car or £10 if a taxi is provided.

Usually 4 to 6 weeks’ notice is given for you to attend.

We were given a leaflet ‘Would you like to help in the teaching of tomorrow’s doctors?’ and a map showing the Education Centre.

Drop in Open Days are being held on:

Monday 16th October

Tuesday 19th October

Tuesday 31st October

All between 9:30 and 11.00

Contact: Lesley Bentley on 01332 788169 or Becky Edworthy on 01332 789254

Email : dhft.ugpatients@nhs

3. **Minutes of the last meeting:** Agreed as a correct record.

4. **Matters arising**

Regarding the Livewell Scheme, it was reported that there were difficulties contacting the service. There were problems getting through by phone, the caller was told they required a computer and internet service and it was generally a negative experience. Eddie agreed to feed back the information.

5. Flu Jab

Eddie is awaiting information regarding Patient Feedback and will report as an Agenda Item for the next meeting.

Next Flu Jab Clinics:

Vernon Street Saturday 14th October

Park Farm Saturday 4th November

Sessions run from 9.00 to 3.00 pm. Appointments necessary.

The Partners have agreed to the selling of raffle tickets on behalf of 'Derby Hospitals Choir' at the Park Farm session. Proceeds to go to The Royal Derby Hospital for work around dementia.

Dee, Eddie and Lyn volunteered to sell the raffle tickets.

6. Notice Board of Local Activities and Events

Hopefully to be sited by the new touch screen board at Park Farm by Monday. Eddie to co-ordinate.

7. Practice Update

- Vernon Street Touch Screen up and running. Leaking pipes repaired and ceiling awaiting redecoration.
- Park Farm Touch Screen awaiting cabling for completion.
- Park Farm ongoing issues with outer doors. Partners agreed to automatic doors to be installed. Some preparatory work necessary.
- Geraldine attended Data Protection training in preparation for the new laws to be put in place May 2018. Some updates needed but generally the NHS are already compliant.
- National Patient Survey Results – Agenda Item for the next meeting.

8. Chairman's Update

- Eddie thanked all participants
- Recruitment of new members discussed. It was agreed that the group would benefit from new younger members with fresh perspectives and ideas. Possible recruitment groups – Mother and Baby, Young Carers. Other possible actions - awareness raising leaflets at the library, further articles on the Practice website. Geraldine has had correspondence from another Patient Group and will pass to Eddie.

9. AOB

Request for End of Life talk, especially for those who wish to remain in their own homes.

Possible ways forward were discussed including presentation at the next meeting and/or a Saturday morning session with outside presenters – e.g. Cruise, Treetops, Rainbows. Geraldine, Lyn and Eddie to discuss further.

10. 2018 Meeting dates agreed:

Wednesday 10th January

Wednesday 11th April

Wednesday 11th July

Wednesday 17th October