

**Patients Group Meeting
Minutes of the meeting held on
Wednesday 12th April 2017**

Present: Lyn Stevens, Eddie van den Bron, Ann Askey, Nigel Coulthurst, Dee Coulthurst, Janet Sharp, Barrie Armitage, Brenda Armitage, Alan Nichols, Paul Houghton, Tim Rouse, Joan Sidaway, Kate Butler, Chris Butler, Sue Ekins, Ann Butler, Irene Sobek, Rosemary Smith, Dr Paul Wood, Geraldine Comery, Nicki Browne

1. Apologies Action

Received from Peter Wilhelm, Hilda Steele, Peter Steele, Val Haylett, Margot Keats, Tom Bradley, Dorothy Fisher, Melissa Casterton and Gerald Dorning.

2. Minutes of the Last Meeting

The minutes were agreed as a correct record.

7.1 Impact of the STP on the Practice – A member asked for clarification on; “The STP is more about assets than estates, ie District Nurses working in the local area instead of travelling for miles. Practice Nurses skilled in certain areas to work between practices.” Dr Wood explained that within the Derbyshire STP the intention is that the aggregated resource works for the benefit of the population, for example, sharing buildings and patients going to other practices for certain services.

3. Actions from the Previous Meeting

4.0 PPG Self-Assessment – Two questionnaires were received from the CCG; one for completion by a PPG member and one for completion by the Practice Manager. Brenda Armitage gave a summary of the survey that she completed on behalf of the PPG. Nicki Browne to contact the co-ordinator for some feedback. NB

5.4 New Telephone System – Geraldine Comery advised that the new messages will be recorded after year end is complete. She reported that good feedback has been received from patients about the new system. GC

7.3 Local Group Information – Lyn Stevens gave feedback about the some of the groups and activities available in the area. Leylands offer classes, such as seated yoga, which anyone is welcome to attend. Woodlands School have an aqua fit class and adult lane swimming. The Rycote Centre on Parker Street has many adult classes on offer and also serves afternoon tea from 1 to 4pm. Derbyshire Mind offer a walking programme which starts at the Assembly Rooms, no booking required, just turn up on the day.

4. Patient Feedback

4.1 PPG Engagement and Awareness Event on 17 March

Lyn Stevens attended the morning session, which was well attended. The event was run by the National Institute for Health Research about Clinical Research.

Lyn reported that Dr Kar from Bolsover is running a pilot study for Diabetes Research and asked if the Practice would be interested in becoming involved in a research project. Dr Wood advised that the Practice has been involved in some studies but they can be time consuming and have practical implications such as availability of rooms. Involvement depends on the type of study being conducted. Lyn to find out more information about the requirements of the study.

LS

Mary Dwyer gave a presentation at the event about the Derbyshire PPG and the support it offers to patient groups. Membership for the first year is £60 and following years are £40. Their web address is www.napp.org.uk/bbp.html

Dr Wood advised that over time the intention is for us to work with other PPGs in our 'place' (City North West).

4.2 Zero Tolerance Poster

A 'zero tolerance' poster was put up in the Practice after an incident at the Vernon Street Surgery, to explain to all patients that they need to behave in a certain manner when they attend the Practice. One patient took offence at the notice and asked for it to be removed. Geraldine sent a letter to the patient to explain the reasons for the poster and the patient then asked for the issues to be raised at the PPG meeting.

The PPG agreed that the poster should remain in place and gave their full support to the Practice.

4.3 Livewell

Livewell come to the Practice to do patient health checks. They offer exercise classes at leisure centres, diet advice, smoking cessation, football, swimming etc. The Livewell Co-ordinator, Paul McGinty, has offered to come to a PPG meeting to give more information about the services they provide. The group agreed that this would be useful. Nicki Browne to contact Paul McGinty to arrange.

NB

4.4 Tandem Project

The Tandem Project is a new befriending service in Derby City and Erewash for people with long term health conditions. The aim is to reduce isolation and provide support.

5. Practice Projects

5.1 Patient Sign-in Touchscreens

Geraldine Comery announced that Park Farm and Vernon Street have been measured up for the new patient sign-in touchscreens and they are due to be installed imminently. They will help to reduce the queues at the reception desk. At Park Farm, the toy wall is being removed to make space for the screen. Unfortunately there isn't sufficient space in the reception or porch areas.

Patients will need to be shown where the screens are located and how to use them when they are first installed. The following members volunteered to help with this:

Val Haylett, Ann Askey, Paul Houghton, Irene Sobek, Lyne Stevens and Eddie van den Bron.

Hopefully this training will give patients the confidence to use the screens when they arrive for future appointments. This will give the receptionists chance to deal with more complex queries.

6. Resourcing

- 6.1 A new Partner, Dr Harkesh Chahal and a new nurse, Jill Saunders both joined the Practice in March.

7. Chairman's Report

- 7.1 Lyn Stevens and Eddie van den Bron have very kindly taken on the role of Chairman on a joint basis. They are keen to get plenty of involvement from PPG members to achieve a pro-active group requiring minimum input from the Practice. They are also keen for the group to be involved with projects such as, assisting the Practice with the new patient sign-in touchscreens, co-ordinating patients for flu jabs, etc.

They would like to attract a more diverse group and have been discussing ways of encouraging more engagement, such as a letter to be given or sent out to interested patients, a noticeboard specifically for PPG information and adverts in the Practice Newsletter.

A calendar of events and activities to be advertised on the PPG web page and printed out and put on the window and/or noticeboard. Meeting dates and minutes of the PPG meetings are already available on the web site.

8. Patient Questions

None.

9. Any Other Business

9.1 Waiting Room at Park Farm

One member said the new layout is not as sociable as it was previously and said it can be difficult to move around. Geradline Comery advised that the new layout is so that patients can comfortably see the Patient Information Screen which is used to call patients in for their appointments. Chairs to be moved to see if a better configuration can be found.

GC/NB

9.2 Vernon Street Refurbishment Work

Some refurbishment work has been carried out on the first floor at Vernon Street, including decoration and new carpets.

9.3 Laurence Bernthal

Laurence Bernthal, the Practice Manager here until 2015, sadly passed away last week. The Practice was very saddened by the news and condolences have been sent to his wife.

9.4 Post-operative Care

A member asked who to contact regarding post-operative care. Social Services or the Care Co-ordinator at the Practice can help with this.

9.5 Pharmacy First

Patients who qualify for free prescriptions and have a minor illness, for example hay fever, conjunctivitis etc can go to the pharmacy and register, rather than having to see a GP. The Pharmacist can give advice and if medication is required, it will be given free of charge.

Patients who pay for their prescriptions can still use Pharmacy First, however, they will offer over the counter medication if needed, which is usually cheaper than the cost of a prescription.

10. Meeting Dates for 2017

Wednesday 12 July

Wednesday 11 October