

**Dr PAA Wood & Partners**  
**Patient Participation Group Meeting**  
**Minutes of meeting**  
**Wednesday 8<sup>th</sup> January 2020**  
**Held at Park Farm Medical Centre, Allestree, Derby**

**Present:** Dr PAA Wood, Geraldine Comery, William Keats, Dee Coulthurst, David Bennett, Ann Butler, Irene Nicolls, Alan Nicolls, Irene Sorbek, Ann Butler, Helen Smith, Lorraine Ogan, Andy Ronaldson, Richard Smith, Dorothy Fisher

**Apologies:** Val Haylett, Vanda Vickers, Margot Keats, Gary Clarkson, Tony Solomon

**1. The “Live at Home” scheme presented by Lorraine Ogan and Helen Smith**

The “Live at Home” schemes exist to provide enabler services and support to older people to create independence of living and offering a range of social activities and support.

These schemes are volunteer led and exist throughout the country,

In the Derby area, meeting centres exist typically in the Spondon, Chaddesden, Mickleover and Allestree areas and are normally located within church premises.

The Allestree centre is conveniently located at the Catholic Church on Blenheim Drive directly opposite Woodlands school, with meetings every Friday from 1130am to 2pm for group activities and friendship. Activities can include entertainment, coffee mornings, lunch and gentle exercise routines. Signposting, advice and presentations from the police and other professional services are arranged.

Other services include visits to members in their own home, advice and information, advocacy and friendship.

There is no charge for membership but modest charges apply for centre attendance, day trips and if required, transport to and from the centre.

The schemes are not registered for personal care. Therefore if applicable, carer attendance would be necessary.

As with any volunteer organisation, new volunteers (including entertainers) are always welcome. Equally for funding, opportunities are constantly being sought for meeting scheme financial obligations as there is no central or localised funding available. Ideas on this topic would be well appreciated.

For the Allestree centre there are only 15 regular attendees and the local team are committed to improving this position, (this compares with the Park Farm Patient Community of 12400 with 49% over the age of 60 years).

To find out more about the scheme as a member or volunteer call Derby 676103. Please leave a message if you are transferred to an answer phone. Equally send an email to:

Derby.liveathome@mha.org.uk

**2. Minutes of previous meeting held 09/10/2019** - agreed as a correct record

**3. Actions outstanding** None

**4. Practice Update - Geraldine Comery, Practice Manager**

The new website is planned for going live on Friday 10/01/2020. This will look and feel different and contains many self-care elements. These will include the NHS Symptoms Checker which patients are encouraged to use prior to phoning in for an appointment. Training for this site is to be completed for staff.

A new telephone system for Park Farm Medical Centre and Vernon Street Surgery is planned to be in operation by the end of January 2020.

A new Healthcare Assistant, Nicola has been appointed.

Two new receptionists, Shirley and Teresa have been appointed.

An advert has been placed for an additional Advanced Nursing Practitioner. This is the same level as an Advanced Clinical practitioner.

The Triage system is noted to be still working well, however monitoring of its effectiveness will continue. It is reminded that this triage service is for urgent calls only that require assistance on that day. Once this service is full, the Duty GP will be asked whether any additional calls can be taken; if there is no further capacity on that day, patients will then be directed to external services if they require urgent assistance.

Please note that the patient demand on Mondays is still extremely high

A CQC inspection is due for the Practice this year.

**5. Group update W Keats (for Val Haylett Chair PPG)**

University Hospitals of Derby & Burton. A lecture was given (9/10/19) on Arthritis. This was mainly concentrating on surgery practises and intervention. Rheumatoid arthritis was mentioned but not covered. Neither was self-help.

Some general health information sources were also made available. This will be passed on to Geraldine for retention.

A further lecture from UHDB is planned in April entitled "Discharge of patients" and is to be held at the Royal, Educational Centre, Lecture Theatre. For anyone interested call Derby 785440 to enquire or book a place or email [uhdb.membership@nhs.net](mailto:uhdb.membership@nhs.net) or check with Val.

**6. PPG members- Comments and issues raised**

**What alternative locations are available for the associated Hub Practices?** These addresses are shown below

Park Farm Medical Centre, 3 Park Farm Centre, Allestree, Derby, DE22 2QN  
Derwent Valley Medical Centre, 81 Sitwell Street, Spondon, Derby, DE21 7FH  
Pear Tree Medical centre, Pear Tree Road, Normanton, Derby, DE23 8NQ

Lister House, Coleman Street, Derby, DE24 8NH  
Park Medical Centre, Main Drive, Chaddesden, Derby, DE21 6LA

All of Park Farm Medical Centre and Vernon Street Surgery appointment allocation is at Park Farm Medical centre, Allestree, however, if other Practices have not used their appointment allocation later in the day, all Practices can then use the empty slots at any hub. So, if your call is later in the day and you are able to travel to another hub location, specifically ask the Receptionist if there are any appointments available at any of the hubs.

**If a Triage call is missed then will the Practice ring back?** Yes the Practice will re-try before then leaving a message

**I find the facility for ordering medication on line to be extremely helpful.**

**In awaiting hospital treatment I received parallel letters from the Practice and the Hospital, is this necessary?** The Practice does not have access to the hospital system and is only informed of some hospital letters being sent out several days later. This may have been due to ensuring the required Hospital resources were available.

## **7 Additional PPG Meeting Dates for 2020**

Wednesday, 8<sup>th</sup> April 2020 (next meeting)

Wednesday, 8<sup>th</sup> July 2020 – Arthritis Action – speaker Ruth Smith (Area Co-ordinator)

Wednesday 7<sup>th</sup> October 2020

**End**