

# WHITTINGTON MOOR PATIENT PARTICIPATION GROUP

## MINUTES OF THE MEETING HELD ON MONDAY 2<sup>ND</sup> MARCH 2015

**Present:** Dr Kim Cooke, Val Johnson, Sybil Waplington, Debbie Rutter, Geoff Scott, Colin & Chris Henson, Kath Bradbury, Keith Nuttall and Hilary Hicklin.

**Apologies** received from: Tony Cox and Enid Krygier.

**Minutes of last meeting:** accepted as a true record.

### **Matters Arising from previous Minutes:**

Val informed those present that Tony Cox had resigned from both the Chairmanship of the PPG and the Group, with immediate effect.

Hilary Hicklin has also resigned from the role of Secretary due to family issues but will continue to be as active a member of the PPG as possible.

Sybil Waplington has agreed to take on the role of Chair and Debbie Rutter as Secretary.

**Ground Rules:** on reverse of the Agenda.

### **Practice Update:**

Extended Hours: The Surgery hours have been extended:-

Dr Taylor is now holding a surgery on alternate Tuesday evenings from 6.30 to 8.00pm accompanied by a Nurse. All the Doctors are involved in additional surgery times of 7 to 8 am every Wednesday morning. All appointments are bookable online and by personal contact/telephone, up to 6 weeks in advance.

The Practice population have been asked to give their email addresses as well as mobile telephone numbers to Reception staff. This will enable staff to send recall letters etc. by these methods.

Both Debbie and Hilary reported that they had received duplicate letters for recall appointments. These letters do tend to be computer generated, however, Val promised to look into this. It is hoped that using email and text messages will solve this problem as well as be more economical.

### **Surveys and Action Plan Surgery Patient Survey**

Two recent surveys have been carried out.

**The PPG designed Patient Survey 2014** results were much improved from the previous year.

96% of patients would recommend Whittington Moor Surgery to someone who has moved into the area.

In the survey, it was interesting to note that 80% of appointments are booked by phone, 20% in person. 8% of people expressed a preference to book on line. On line booking has been available since 2014.

**The second survey** (postal and initiated by the CCG) gave very pleasing results with an excellent response rate. Results were handed out.

An Action Plan resulting from these surveys is to be put on the Website.

The PPG looked at new projects for 2005/16:-

- \* VJ to check out why the Touch Screen does not work if an Emergency appointment is given.
- \*Debbie to work on a Facebook Patients Group to try to attract participation and information from the younger practice population.
- \*Work is being carried out on a series of Patient information leaflets. A leaflet on Self Care will be produced and distributed soon.
- \*A service to identify patients with Aortic Aneurysm is being offered.
- \*Hilary to enquire about informing School aged children/young people about the services provided by the Surgery.
- \* Patients and the PPG are asked to identify any services which would improve Patient experience.
- \* At present, the surgery is trying to obtain a Podiatry service.

### **Book Money**

The Book Sales table continues to do well. A label printer has recently been purchased which will enable staff to label specimens cleanly and correctly. It was suggested that a notice be put up to inform patients what had been purchased with the money raised. It was confirmed that the money would be spent on medical equipment for patients use.

### **Stroke Association**

Patients are being informed of the Association and the support it can offer.

### **Carers' Event**

Welbeck Road (Bolsover) Carers recently held an event to invite various Support and Health Promotion Services to publicise what they have on offer. Discussion took place regarding the effectiveness of organising such an event locally. It was suggested that such an event could be organised successfully at a Flu Clinic.

### **VSPA (Voluntary Services Single Point of Access)**

A funded project to bring together and produce information and a single point of access for all Voluntary Agencies in the Chesterfield and Derbyshire Area. This will ensure that individuals requiring some input will be referred via GPs and the most appropriate group will be able to offer **practical support**.

### **Live Life Better**

A leaflet was handed out informing us of a new free" Well Being" service which aims to improve well -being and offer support to stop smoking, lose weight and move more. Referrals can be made by individuals filling in their details on the leaflet.

### **Locality PPG Network**

Hilary apologised for the lack of information regarding the recent meeting/minutes as she was unable to attend.

### **Any Other Business**

The 111 Service was discussed. It was expected that a Representative from the Service would be present at the meeting but owing to lack of interest from the Practice population, Val had cancelled the speaker. A personal experience of using the service was related by Mr Nuttall. As this was not the only concern which had recently been expressed and although this had been highlighted to the PPG Network meeting and subsequently the CCG, it was suggested that this and other concerns be raised with the local MP Mr Toby Perkins.

Colin Henson queried why, according to a recent news item, following the recent Flu Campaign only 3-5% of flu injections had been successful. Dr Cooke tried to explain why this had happened.

### **Date of Next Meeting**

To be held on Monday 1<sup>st</sup> June 2015 - 6.30pm at the Surgery.