

## WHITTINGTON MOOR PATIENT PARTICIPATION GROUP

### MINUTES OF THE MEETING HELD ON MONDAY 18<sup>TH</sup> AUGUST 2014

1. Present: Val Johnson (Practice Manager) Tony Cox (Chair) Hilary Hicklin (Secretary)

Christine & Colin Henson, Enid Krygier, Geoff Scott, Kath Bradbury, Anand Birju.

2. Apologies: Dr Woodcock, Sybil Waplington, Melvyn Tucker, Debbie Rutter, The GPs (on A/L)

3. Minutes of last Meeting. Were read and approved.

4. Matters Arising from previous minutes.

Bookstall: £140.00 has been raised so far from the sale of new and used books. We still need more books and donations are always welcome. The money will be used to buy a piece of equipment for staff/patients to benefit from and suggestions are awaited.

*New Appointment System:*

This appears to be working well from Admin staff responses.

The Practice staff will be discussing and evaluating the service at the next Quest meeting. It is possible that slight changes may be made in the future.

5. WaistWise Presentation: This is to take place on Monday 15<sup>th</sup> September 6.30 -7 30 pm. Bookings may be made with Receptionists. Posters and reminders are in the Surgery and have been printed on Newsletters and prescriptions. Posters have also been distributed locally . There has been a slow response so far.

6. Flu Sat: Saturday 27<sup>th</sup> September. The appointment system (with time slots) as per last year available from Reception. No PPG presence required. VJ to produce a Poster. There was a query from A.B. re uptake figures from last year. Not available at meeting.

7. Practice Update: There have been changes in GPs recently. Two new but experienced GPs have been appointed to work 5 sessions per week. Dr Kim Cooke from 1<sup>st</sup> September and Dr Rebecca Taylor from 1<sup>st</sup> October. Dr Abel has reduced her working week by 2 sessions (now working 4 sessions per week) and both Dr's Coleen Muberekwa and Jo Stuart are still at the Surgery. Dr Church is the only full time GP at the Practice.

Dr Bentley has completed his training and Dr Gbandi has also left the practice. Dr Peter Woodcock is leaving the practice at the end of August to work in Student Health at Sheffield University. There is NO CHANGE to GP availability.

Two Nurses have left the Surgery (Carol Gavins and Sarah Attenborough) both having gained promotion. A number of applicants have applied for the vacant posts.

*Locality Update:* TC and HH reported back on the Locality Network Meeting held on July 9<sup>th</sup>.

The Representatives present had been informed that there is a 1 year funded pilot project (Voluntary Sector Single Point of Access) which aims to introduce Health & Social Care professionals to the Voluntary Sector. This is being headed by Mr Pete Newby who gave a short talk about this. He is compiling a Directory of all voluntary agencies/groups and will be informing professionals about his role. The VSSPA will accept referrals from Health, Social Services and the Voluntary Sector. This may be requests for transport, social activities and befriending. There are, at present, unmet demands.

There had been some concern expressed at the meeting that not all GP Practices are represented at the Network Meetings. Jo Rhodes had agreed to contact Practice Managers to find out whether their surgery has an active PPG. It is felt that PPGs are not being represented at Locality Network meetings and that many Practice populations are not aware of their own PPG. There was therefore concern that the crisis in Staveley may happen elsewhere without other Practices being aware.

Following this feedback, VJ informed us that GP Practices could be placed into "Special Measures" if there were doubts about the efficiency of the Health Care Services provided.

It was suggested that we occasionally organise and advertise a Speaker or "Initiative" at the Surgery to increase awareness and interest. TC suggested that a poster be produced to advertise our future PPG meetings, especially to engage other age groups. HH agreed to do this. TC is also to contact Jo Rhodes re this and VJ to ask Surgery staff/clinicians to suggest patients who may wish to be invited to join us.

It was also suggested that we ask other PPG Reps/Practices to provide copies of the Minutes of their meetings if they did not attend Network Meetings. This to be brought up at the next LNM in September by TC/HH.

9. Any Other Business: A recent GP Patient Survey by NDCCG had taken place without the Surgery being made aware. The results were positive.

There was a general discussion about recent responses to 999/111 calls. It appeared that a GP/Dr was required to assess if the calls were real "emergencies" and that an ambulance was necessary. There were reports of more than one episode of this occurring throughout the locality. VJ to ask a representative of the Ambulance Service to attend one of our meetings.

It was brought to our attention by AB that the Practice Survey results needed highlighting and to use better colours (red/green) when presenting the data. It was also suggested that there was a poor response from patients. VJ reported that a further Survey would be carried out in September/October 2014.

10. The Date of the Next Meeting: Monday 20<sup>th</sup> October 6.30 pm at the Surgery.