

## **PATIENT PARTICIPATION GROUP- WHITTINGTON MOOR SURGERY**

### **Minutes of the Meeting Held on Monday 7<sup>th</sup> April.**

1. **PRESENT:** Dr Peter Woodcock, Val Johnson (Practice Manager), Tony Cox (Chair), Hilary Hicklin (Secretary), Edward & Enid Krygier, Chris & Colin Henson, Geoffrey Scott.
2. **Apologies:** Sybil Waplinton, Gwyneth Jessop.
3. **Volunteer for Secretary:** Hilary has offered to take on the role of Secretary.
4. **Minutes of last Meeting:** – accepted as a true record.

5. **Matters Arising:**

The Patient Survey has been complimented by the CCG. Gill Sykes, (Deputy Practice Manager) had met with Sybil since the results were known. The results will go out to the Practice Population on a circular.

On-Line Services and the telephone system were discussed. It was felt that the system was now much improved. On- line booking is now available and patients may register on- line to use this service. A leaflet re on-line booking is available at Reception. Val is to check whether this is available on- line.

Saturday Surgeries: these are held once a month and are usually fully booked although not always by patients who are in full time work.

Dr Stoodley and Val had been to another Safety & Quality presentation and would be looking at the demand for appointments. They will be looking at how this may be dealt with in the future.

PPG Members' Suggestions: It was reported that the Locality is in a state of flux at present- the Chair has resigned and therefore had not been discussed at the last meeting. PPGs have been asked to put forward any suggestions for a particular service to be available to them locally e.g. Chiroprody, Physiotherapy etc.

6. **Medicines Management Presentation**

Val and Tony had met with a member of the Medicines Management team recently. A presentation of the project has been arranged for Monday April 28<sup>th</sup> at 7 pm. Flyers and posters have been distributed locally and to patients attending the Surgery. It is hoped that there will be a good attendance.

7. **Book Stall:** It was agreed that a Book Stall will be made available in the waiting area. Donations of new and nearly new books will go on sale. The Receptionists will be provided with a box for the money and the proceeds will be put towards buying equipment for the Surgery e.g. Blood Pressure monitors, etc.
8. **AOB:** Tony reported on the last Locality Meeting. There was discussion about the value of a Locality Patient Group as concerns had been raised that Patients' views were not represented.  
A lay member of the Board raised the question of the Holywell group which had been receiving bad press lately. Regret had been expressed that there wasn't a representative from that particular group of practices.

Dr Woodcock reported that the Practice population is 7,500. Out of 500 surveys sent out, only 96 were returned. It is difficult to get people involved. Tony felt that this apathy undermined the PPGs when disgruntled patients did not put their views forward to its own PPG.

A “Walk in Service” had been suggested (Chesterfield Medical Partnership) where access to services and minor ailment clinics would be available. Funding may be available for this if the idea was put forward to the Locality Board. The nearest services of this kind are in Sheffield and Derby. However, GPs are charged when patients attend there. Discussion as to how a local service could be provided followed. It was noted that funding for a Nurse Practitioner at the Surgery would be difficult to obtain.

VJ reported that a Community Matron (Kerry Bottom) has been employed to work between the Whittington Moor and Newbold practices and she will have a base at each surgery. The role will involve co-ordinating care for those patients who require several services, to provide an integrated care package. Kerry will liaise with the Care Co-ordinator which is also a new post. Referrals will be from GPs. The next Newsletter will inform patients of this new post.

**9. Date of next Meeting**

Our next meeting will be on Monday 9<sup>th</sup> June at 6.30 pm at the Surgery.