

## **Castle Street Patient Participation Group**

### **Notes from meeting held on the 12<sup>th</sup> September 2011**

#### **Present:**

Dr D Kar  
Karen Bestwick  
Jean Railton  
Mandy Wareham  
Grant Stothard  
Guy Freeland  
Colette Buxton

#### **Apologies:**

Hazel Mellard  
Mary Kay  
Anne Aston  
Debra Ford  
John & Cheryl Mair  
Mary Freeland

#### **Previous Minutes**

Agreed as accurate

#### **Matter arising**

Grant gave feedback on the progress to date with trying to establish two disabled parking bays outside the surgery. Letters have been sent to Derbyshire County Council and a meeting with the local councilor has taken place but unfortunately the planning officer did not attend. A reply from English heritage is still outstanding regarding using the disabled bays in their car park.

Follow up to the issue raised relating to drinking water in the patient toilets. Karen informed the meeting that the Estates department is currently undertaking surveys relating to our water tanks and the issue should be resolved in the near future.

#### **Surgery and Locality Update**

Karen informed the meeting that the surgery had secured the services of Karen Dukes an advanced Nurse Practitioner. Karen proposed to the group that Karen would be carrying out the extended evening surgery where she would be seeing review patients. The PPG felt this was appropriate.

Karen informed the meeting that the Flu vaccination period was almost upon us and felt it was an ideal time to promote the PPG. To be discussed at the next meeting whether members would like to be present at some of the sessions.

Karen confirmed that the carers support would be present at some of the sessions.

### **Feedback from “Making History Event”**

The event was attended by Grant, Mary and Jean along with Karen.

Grant gave very comprehensive and detailed feedback to the group about the PPG consortium event. Karen confirmed to the group that the consortium were definite about the need to involve patients especially through the PPG groups.

### **Local Survey & Engaging the Wider Population**

The autumn newsletter was available and being handed out. A copy was made available for the members to see. Karen discussed the questionnaire being issued to patients about the local survey and what patients felt should be a priority. Also patients were being asked if they were happy for their views to be canvassed by the PPG and if so were leaving their details. This would allow for a cross section of views to be sought for any projects undertaken.

### **Improving Reception**

Dr Kar was not available for this item discussion which will be ongoing.

**Date of Next meeting 10<sup>th</sup> October at 6.30pm**

**Terms of Reference**

- 1.** Contribute to practice decision-making consult on service development and provision.
- 2.** Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary;
- 3.** Serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's viewpoint;
- 4.** Assist the practice and its patients by arranging voluntary groups/support within the community;
- 5.** Communicate information about the community which may affect healthcare;
- 6.** Give patients a voice in the organisation of their care;
- 7.** Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
- 8.** Influence the provision of secondary healthcare and social care locally;
- 9.** Monitor services, eg hospital discharge and support when back in the community;
- 10.** Give feedback to NHS trusts on consultations;
- 11.** Work with the Practice to identify sources of funding for medical equipment or other facilities to improve the practice and/or fund the activities of the PPG; and
- 12.** Liaise with other PPGs in the area.