

Dove River Practice
Patient Participation (PPG) Meeting Minutes
Thursday 10th October 2013.
Venue – Tutbury Health centre – Room 101

Attendees : Jackie D (JD) - Sud
John H (JH) - Tut
Norman P (NP) – Tut
Noreen W (NW) - Tut
Shelley Bull (SB) – Asst Practice Manager
Stella R (SR) - Tut
David M (DM) - tut

Apologies : Margaret
Gwen
Jill M
Sarah W

1. Apologies received from the patients listed,
2. PPG Leaflet – SB had pulled together a draft copy of the leaflet and amendments were discussed with a view to SB producing the leaflet by 18th October. The sooner this leaflet is produced more awareness of the group can be actively taken.

Regarding communication - would it be possible to put the Practice newsletter out to the local school in future to obtain a wider distribution

3. care.data – Information was distributed to the group on the HSCIC initiative regarding using 'patient confidential anonymous data' for research purposes. The group was disappointed that this information had not been read about in the news or distributed by NHS England or the HSCIC to ensure all households are aware of this initiative and the option to 'opt out'.
4. Access – Further to the last meeting at which 'Access' was covered and discussed in more detail the group were advised by SB that this is still very much a priority for the Practice to look at changing the current Access system to enable a move away from the ringing at 8am in a morning scenario that is currently experienced. The Practice has a meeting at the beginning of November to move this forward.

5. SMS texting Update – Some members of the group has experienced the newly introduced text messaging service. SB informed that this had been rolled out to Doctors, Nurses and Flu clinic appointments, along with sending a reminder to patients that were eligible for a flu vaccine. This seems to be working very well at the moment with positive feedback being received from patients.

6. Patient Survey 2013/2014 – An extraordinary meeting has been arranged for Thursday 7th November to compile this year's annual patient survey.

7. AOB -

DM reported back from the District Patient Group meeting that was held yesterday. This included information on a wellness programme by Changes, which is basically an 8 week free course to assist patients with self esteem issues amongst other things. SB to find out more information and whether the GPs are aware of the service.

Other topics discussed at the meeting were the success of the change in the triage system at Queens hospital Burton – where there is now a GP performing a triage system.

Could the practice look at using email as another way of communicating information to Patients?

Next meeting – 7th November 2013 2-4pm venue tba. This meeting will focus on the Patient Survey for 2013/2014