**Darley Dale Patient Participation Group**

**Minutes of the meeting held on**

**Tuesday, 26th January 2016**

**List of attendees:-**

Dr Ben Milton (Chair)

Tracey Sigsworth (Practice Manager)

Jason Atkin

Shirley Davison

Gwendolyn Green

Robert Hilton

Terence Kilburn

Iris Wagstaffe

Peter Woolhouse

Dr Milton introduced Tracey as the new Practice Manager. Tracey has been Assistant Practice Manager at Darley Dale since June 2004.

**Agenda Items**

1. Patient Survey - The latest Patient Survey was presented to the group. (<https://gp-patient.co.uk/practices/c81030>)

### What this practice does best

These are the three results for this practice that are the highest compared to the CCG average.

* + 91% of respondents find it easy to get through to this surgery by phone

Local (CCG) average: **77%** National average: **73%**

* + 79% of respondents usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: **71%** National average: **65%**

* + 84% of respondents describe their experience of making an appointment as good

Local (CCG) average: **77%** National average: **73%**

**The group asked what percentage of users were booking appointments on line.**

***(Post meeting note:***

***71 appointments between 1st-31st January 2016 were booked on-line with 1 DNA. 53 appointments were booked on-line between 1st-29th February 2016 with 1 DNA).***

### What this practice could improve

These are the three results for this practice that are the lowest compared to the CCG average.

* + 52% of respondents with a preferred GP usually get to see or speak to that GP

Local (CCG) average: **61%** National average: **59%**

* + 88% of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: **92%** National average: **90%**

* + 85% of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: **88%** National average: **85%**

**The fact that the practice is based over three sites, that each GP partners has other responsibilities which takes them out of the practice and the fact that we are a training practice with turnover of trainees occurring every four months has an impact on preferred GP consultations. The Group praised the fact that we are a training practice and saw this as a positive. It was also felt that the nurses were excellent and provided very good explanation of treatments and involved patients in decision about their care.**

**The group wondered whether an age range breakdown was available. (*Post meeting note: data on the website*** [*https://gp-patient.co.uk/practices/c81030*](https://gp-patient.co.uk/practices/c81030) *can be broken down into age range, gender, ethnicity and health conditions under the patient experience tab*).

**Premises Update**

Dr Milton updated the group on the current situation. Unfortunately, there was still no official approval for the additional funding required for the difference in rent between the current and the proposed new surgery. As such the practice was still not in a position to push forward with the project. The practice do however continue to do as much work as possible in anticipation of a positive outcome and the CCG’s Primary Care Co-Commissioning meeting will be considering the proposal again in February.

The practice agreed to update the PPG as soon as it could after the meeting to inform them of the outcome.

*(Post meeting note ; The CCG approved the additional funding at it’s PCCC meeting on 25th February 2016 subject to an assessment of the overall value for money (VfM) of project by the District Valuer. The practice has received confirmation of this in writing and are working with the CCG to get the DV sign off of the project as soon as possible at which point we hope to be able to formally announce the proposals for the new build.)*

**Patient on-line**

Tracey explained that from 1st April 2016 all GP practices will need to offer patients on-line access to their detailed coded records. Volunteers from the PPG would be asked to trial this new service prior to the official launch date.

**Any other business:-**

**Constitution**

**Discussion took place around the potential need of a formal structure to aid cohesion of the group and to clarify membership. It was agreed terms of reference would be drawn up and sent out to all members for feedback and discussion at the next meeting.**

**Date of next meeting:-**

**Tuesday, 22nd March at 6.45pm**

**and for the rest of the year:**

**Tuesday, 19th July 2016**

**Tuesday, 18th October 2016**

**Encs : Draft Terms of Reference**