

# RIVERSDALE SURGERY PATIENT PARTICIPATION GROUP (PPG)

## Meeting at Riversdale Surgery At 6:25 pm on Thursday 9th Oct 2014

### MINUTES

#### Present:

Chair: Steve Lockwood      Minutes: Gerry Knight  
Members: John Richer, Dorothy Atkinson, John Morrissey, Linda Cross (Practice Manager).

Apologies: Brian Sword, Jeanette Lye, Eric Allen, Ann Turville

Steve welcomed new member Dr John Morrissey.

#### Acceptance of Minutes of Last Meeting:

The 14/08/14 minutes were accepted. Linda to publish on website.

**ACTION: Linda**

#### Actions carried over from last meeting:

- Patients have commented that it is very cold near external door in the main waiting room. Linda investigating existing heater above the door. **ACTION: Linda**
- Still no progress on Community Matron funding. Linda & Steve and Whitemoor representatives are meeting with Maxine Rowley on 19<sup>th</sup> November. **ACTION: Linda & Steve**
- Care Co-ordinator is setting up a Carers Group at Riversdale or Whitemoor. She has offered to come to PPG. **ACTION: Linda**
- Missed appointments. Practice to write to patients missing 3 or more appointments.
- Jane Birch (Healthwatch). If no response after visit by 31<sup>st</sup> Oct Linda to contact Steve. **ACTION: Linda**
- National Association of Patient Participation, (napp.org.uk) has a lot of good information. Agreed Gerry should progress membership. The practice will provide finance. **ACTION: Gerry**
- Prime Ministers Challenge Fund. Patient On-line Access to Medical Records available now.
- Practice IT system, seem to be an internet problem about 17.00hrs most days.
- Friends & Family Test. 1<sup>st</sup> question "would you recommend practice?", 2<sup>nd</sup> question "Why" to try to gather useful feedback.
- CCG website (southernderbyshireccg.nhs.uk) useful information but difficult to navigate for browsing. Useful "GP Blog".
- PPG not on Notice Boards. Linda to investigate. **ACTION: Linda**

#### New Items:

- "Help for Harry", nominated pharmacy responsible for medication on hospital discharge. Good idea but needs monitoring as possible conflict of interest. Not clear who.
- Practice funding. Extra service funding now comes from 4 different sources which is an administrative problem. Minor injuries funding has been overlooked and is vital in Belper to stop A&E visits. Will raise with Maxine on 19<sup>th</sup> but PPG might have to campaign (Belper News, Healthwatch) if it is not resolved. **ACTION: Steve**

#### AOB:

- Potential problems with "one problem, one appointment" were discussed again.
- Flu Clinic. Linda thanked PPG for their help. Question of applicability of patients still with Shingles symptoms receiving vaccination. **ACTION: Linda**

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- Incorrect information by some Babington phlebotomists about urine samples. They **should** go to Babington.
- The question was asked, “ How do patients and PPG Vitual Members provide ideas?” Via the practice website, the Practice Manager or [riversdaleppg@gmail.com](mailto:riversdaleppg@gmail.com). In all cases they are brought to the next PPG meeting.

**Next Meeting:**

**Thursday 11th December 2014 at 1825 hrs.**