

**MOSS VALLEY / GOSFORTH VALLEY MEDICAL PRACTICE PPG**

Date: **Tuesday October 23rd 2018**

Venue: **Moss Valley Medical Practice, Gosber Road, Eckington S214BZ**

**1. Attendance & Apologies**

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| **Present:**Glyn Jones (Chair)Howard Mills (Minutes)Mary MilnerWendy JonesJenny MillsJohn NeedhamStuart Tilley (Practice Manager) Dr Louise Moss (Partner) | **Apologies:**Mick Down Cherie DownMike SimmsJeremy KenyonHazel HollingsworthJean JacksonJohn HutchinsonTony Cross |

1. **Chairman's Welcome and Apologies received**

Glyn Jones welcomed attenders. Apologies were noted. As Tony Cross is intending to step back from the PPG, It was agreed that in recognition of his hard work over many years on behalf of the PPG, a formal letter of thanks should be sent.

**Action: Glyn Jones & Stuart Tilley**

1. **Minutes of Previous Meetings**

The minutes of previous meetings at Gosforth Valley (July 17th 2018) and Moss Valley (July 24th 2018) were accepted as an accurate record.

1. **Matters arising from previous minutes**
2. **Missed Appointments**

The DNA (did not attend) initiative continues at Gosforth Valley. It is not being extended to Moss Valley at the present time. When numbers are sufficient at Gosforth Valley, a decision will be made as to whether the additional resource required justifies continuation and extension to Moss Valley.

**b. Patient Survey**

See agenda item 5

**c. Communications Strategy**

To be reviewed

**Action: Glyn Jones**

1. **Practice Update**

Stuart Tilley’s full report is attached. Issues of particular importance are highlighted below:

1. **Staffing**

Dr Martin started at Moss Valley in September.

**b. Registrars & F2 Doctors**

There is now a good supply of Registrars at Moss Valley (5) and Gosforth Valley (4)

**c. Property Improvement**

Several improvements have been undertaken at Moss Valley (external painting, offices for pharmacists, curtains around couches in consulting rooms).

**5. Patient Survey**

A full discussion took place in relation to the 2018 Patient Survey. It was agreed that this had been a very valuable piece of work and was far more informative than the national survey (both in terms of the numbers surveyed and the relevance to the findings to the Practice).

Actions following on from the Survey include:

1. **Feedback to Patients**

An article will go into the Patient Newsletter

 **Action: Stuart Tilley**

**b. Registrar Information**

Relevant page in handbook to be sent out for comment

 **Action: Stuart Tilley**

More visible information in surgery re Registrars

**Action: Stuart Tilley**

**c. Website**

Given the amount and quality of information available on the Practice website (<http://www.thevalleysmedicalpartnership.nhs.uk>), it was agreed that this needs further work so that all patients are more aware of its existence. There may be some GDPR restrictions on direct contact with all patients, however there are also possibilities to explore (such as online demonstrations in the surgery, in surgery paper flyers). It may also be possible for the local Practices to send out general information to the local population via magazines such as Dronfield Eye. This will be raised at the next Network PPG and Practice Manager meetings.

**Action: Stuart Tilley**

Whilst it should not be assumed that there will be a Patient Survey every year, its value had been clear. Prior discussion leading to concentration on a small range of issues, good question design and an availability of labour to undertake the exercise face to face all contributed to a successful endeavour.

**6. Any Other Business**

There were no other matters for discussion

**7. PPG Network**

The next meeting is on Tuesday October 25th 2018 at Gosforth Valley (9.30a.m.). Glyn Jones and John Needham are planning to attend.

**Action: Glyn Jones & John Needham**

**8. Dates of Future Meetings**

Tuesday January 22nd @ 1830 (Moss Valley) for Moss Valley Members only

Thursday January 31st @ 1830 (Gosforth Valley)

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