Derby Road Health Centre Patient Participation Group

Minutes of meeting Wed 31 January 2018 - 5.30p.m

Present;Rob Kirkwood, Stephen Hyde,Liz Lennon, Dave Ward, Ajanta Biswas, Ann Ceurstemont, Mary Stokes,Dawn Hazle, Shabeena Suhaidand , Margaret Gotheridge.
Apologies; Phil Pendleton and Gemma Veck.

We were disappointed that no one from DRHC was available to attend this meeting.

Minutes of meeting 22 November 2017; these were agreed to be correct.

Matter arising from the minutes : Dave said the info. sent by Rob about STP was very useful. Everyone agreed.He wondered why an American model is being promoted as American healthcare is not regarded as one of the best .We agreed a non political view should be presented.

Ajanta said similar concerns were raised at previous STP meetings. The feedback was that the STP model would not be the same. Ajanta will feed back that this PPG thinks a more realistic view is needed as it is significantly unclear what the patient experience will be.
Rob said the finances are not clear and more honesty and detail is required about the delivery .
Stephen told us the STP area population is 1,063,000

Elephant Kiosk : DRHC now has funding for this.

Talk on Signposting by Gemma : this had to be postponed as Gemma is unwelll. Stephen kindly gave us a general over view.
Signposting is being introduced in Nottingham City to ease the burden on GPs and to make appointments available to people who really need them.Reception staff will be taking on more responsibility and will be empowered to direct the patient to the correct service.

 After a general discussion we all agreed more awareness of this new system was needed and we had various points to raise when Gemma gives her talk at a later date.

DRHC Patient Survey 2018: It should be noted that no one in the PPG has ever been asked to fill in a survey when they have visited the surgery. We all agreed a more personal direct approach is needed and patients should be offered a survey when they check in.

There was no AOB as we had to leave by 6.25pm or be locked in.

Date of next meeting : TBA