# Derby Road Health Centre Patient Participation Group

Meeting 14th May 2019 – notes taken by RK

1. Present - Rob Kirkwood, Mary Stokes, Dave Ward, Darshan Nunwa, Harbajhan Nunwa

2. Apologies - Nikki Wood, Jane Ward, Margaret Gotheridge, Dawn Hazle, Liz Lemon, Stephen Hyde

3. Minutes of last meetings – the minutes of 20th March 2019 were agreed as accurate

4. Action from last meeting – ok

5. Update from the CCG People’s Council and Primary Care Network (these items were taken together)

There was a good discussion of the possible implications of the new structures and related issues. In the absence of a DRHC representative, much of this revolved around the raising of questions and the role of patient engagement.

The following issues were raised.

What is the balance for a GP surgery between the between taking on new patients and the quality of the service provided to existing patients?

What autonomy will be given up by individual GP practices to PCNs?

What powers does the Clinical Director have?

Will there be expected to be commonality (or complementarity) between constituent practices in respect of systems and, e.g. opening hours?

What are the implications of the introduction of PCNs in respect of delivery and organisation of services, and patient experience?

It was agreed that RK should contact the Chair of Wollaton Park PPG, whom he knows, to begin to explore the way forward for PPE at PCN level.

6. Any Other Business

There were a number of comments about Boots. These included comments to the effect that:

The branch is too small.

There are too few staff.

There are delays in prescriptions being dispensed.

Their systems are poor.

Their staff need to be trained more/better.

There is no longer a Pharmacy+ service.

We should get someone in to talk with us.

7. Date of next meeting: tbd.