

**Dr PAA Wood & Partners**

**Patient Participation Group Meeting**

**Minutes of meeting**

**Wednesday 17th October 2018**

**Present:** Dr PAA Wood, Geraldine Comery, Vanda Vickers, Dorothy Fisher, Alan Nichols, Irene Nichols, Ann Askey, Ann Butler, Val Haylett, Sue Ekins, Margot Keats, Janet Sharp John Thomason, Irene Sobek, David Bennet, Richard Seal, John Gabb, Michael Cox

**Apologies:** Eddie van den Bron, Eileen Pettitt, Ian Pettitt, Hilda Steele, Peter Steele, Lyn Stevens

**Vanda Vickers agreed to be Minute Secretary for the Group**

**1. Minutes of the last meeting 11/04/18 : Agreed as a correct record**

**2. Matters Arising :**

- Medicines Order line. Some patients are having difficulty, but overall the system is working well. Geraldine explained the system in place and why it was implemented. There has been a national problem with the telephone lines which has been addressed. Dr Woods explained patient safety was paramount. He expanded on the decision to implement the Medicines Order Line – safety and security being key.
- Triage Appointments System. Some of the group are unhappy about the system. Geraldine outlined how triage system works and benefits of it. The system is still being embedded. The Practice is listening to patient views. There are only a finite number of appointments available and the Practice is striving to manage these in an equitable needs led way. The system is being carefully monitored. Monday mornings are particularly busy – two and a half thousand calls can be received between 9 and 10 a.m. alone. There are two receptionists managing the calls and a small queuing system. GPs are endeavouring to book some advance appointments if they feel it necessary. The Group asked for better publicity for the new system, for example an enlarged copy of the leaflet, outward facing for patients to read as they come in. All leaflets with more information are on the website. The Practice are constantly evaluating systems. Overall feeling of the Group was that the system was addressing the need, it was working well but would take time for all to get used to.
- Continuity of care was discussed. It is important but not always necessary, many patients do not want it. Practices have been instructed to give all patients “appointed GPs” – this does not mean exclusive care from that GP, patients can still ask to see any of the Practices GPs.
- Online booking – a proportion of appointments are put online – 6 weeks in advance. The triage system is in place to address daily needs. For emergency needs 111 and 999 are available.

**3. Practice Update:**

- National Survey – Geraldine shared results. 243 were sent out and 116 returned. This represents 0.9% of our total patient population of 12,200. The Practice is pleased with the results. The Partners meet to discuss the results and look for ways to make improvements.

- The need for a Deputy Chairperson was discussed. Val Haylett volunteered and it was agreed she would take the post of Deputy Chairperson.
- Advance Nurse Practitioners. The Practice has two members sharing this role - Tracey and Liz. There is a flexibility of days they cover to meet demand.
- Primary Care Plus – to cover Government directives to offer evening and weekend appointments. Park Farm Medical Centre is the hub shared in the main by 6 surgeries (although after a certain point of time each day, the appointments can be used by any patient within the total group of 16 Practices), enabling patients to attend appointments at other Practices. Information is available on the Primary Care Leaflet
- Phlebotomy services are provided by Royal Derby Hospital RDH, hosted by Park Farm Medical Centre and Vernon Street Surgery. Whilst the RDH Phlebotomy service are trialling different clinics, they are experiencing extreme staffing issues. We have had staff not turning up for clinics with no communication being given and clinics being cancelled at short notice. The RDH has an Emergency Action Plan in place. Geraldine is attending a meeting in order to input the problems faced by Practices and is negotiating with RDH to improve systems. Patients can use phlebotomy services at other local clinics. The situation is being closely monitored by Geraldine

#### 4. **Chairman's Update (Eddie van den Bron)** – not available – carry forward to next meeting

#### 5. **AOB**

- Problems with the lift. It was acknowledged the distress caused to patients. Geraldine is in contact with engineers to rectify issues. Update after the meeting – the lift alarm have been checked and are working correctly (it does not phone the patient appointment line); the new lift company have investigated and have been able to installed an audible alarm.
- Geraldine explained how complaints received/recorded by patients and clinicians. Dr Woods expanded on this and how better to facilitate liaison between parties.
- Volunteers requested to sell raffle tickets on behalf of the Derby Hospitals Choir at the next flu clinic
- PPG notice board – felt to be dull and empty. This is the Chairman's responsibility.
- Request by Vernon St patient to hold PPG meetings at Vernon St. Michael Cox kindly offered to give a lift to the Vernon St patient to Park Farm meetings (details taken). It was agreed to trial holding April meeting at Vernon St – one member of the group requested a lift (details taken).

#### 6. **Meeting Dates for 2019 – to be agreed**

- Wednesday, 9th January 2019
- Wednesday, 10<sup>th</sup> April 2019 **at Vernon St Surgery**
- Wednesday, 10th July 2019
- Wednesday, 9th October 2019