

**Dr PAA Wood & Partners**

**Patient Participation Group Meeting  
Minutes of meeting  
Wednesday 6<sup>th</sup> January 2021  
Held via Zoom Online Meeting**

**Present Online:** Val Haylett, Roger Haylett, Geraldine Comery, Paul Wood, Margot Keats, Bill Keats, Glenda Youde, Andy Ronaldson, Ruth Smith

**1. Ruth Smith from Arthritis Action UK presented a talk on arthritis.**



PPG Arthritis Action  
Presentation.pdf



PPG Arthritis Action  
Help Dates.docx

Ruth confirmed that Arthritis Action is nationwide. No-one is excluded due to location. There is a membership fee of £15 per year; it provides access to a network of experts of which 2 sessions a year are subsidised for members.

This contact information will be added to the Practice website and given to the Social Prescribers.

**2. Minutes of previous meeting held 07/10/2020 – no comments raised**

**3. Actions outstanding – None**

**4. Joined Up Care Derbyshire update**

Here are a few opportunities that you might want to get involved with, some are reminders, some are new opportunities;

Derbyshire Dialogue - The 'Derbyshire Dialogue' project has been set up to start a conversation with our population and those delivering and commissioning services. It was launched on 10 September 2020 to update people on our response to the Covid-19 pandemic.

The next session will take place Thursday 21 January 2020 and will be a conversation about NHS 111 First. Have you ever wondered who 111 is for and when you should ring this number? Our next conversation will give you all the information you need about this service. It will cover the changes which have been made to the NHS 111 service, including what is "NHS 111 First" and why it is so important that our population understands what 111 can do.

The specialists joining us at the meeting are Dr Paul Wood, Urgent Care Clinical Lead for Derby and Derbyshire CCG, GP - Park Farm Medical Centre and also Claire Hinchley, Assistant Director of Urgent Care, Derby and Derbyshire CCG.

To register for this event please click here: <https://www.surveymonkey.com/r/DerbyshireDialogueNHS111First>

The meeting takes place via Microsoft Teams, but support is provided for anyone who hasn't used this platform before, so please don't let it put you off.

**Musculoskeletal (MSK) services across Derbyshire** - NHS Derby and Derbyshire Clinical Commissioning Group would like to talk to people to understand what they can do to improve musculoskeletal (MSK) services across Derbyshire. MSK physiotherapists support people with many different conditions and

injuries affecting the muscles, joints, bones and soft tissues. Your experience of MSK physiotherapy services is extremely important in helping them to improve services. They would like to hear about what is important to you, and would like your support to help them reshape the future of MSK physiotherapy services in Derbyshire.

They would also like to hear from you to understand how they can help you to successfully manage aches and pains at home. Aches and pains are a normal part of life but can have a big impact on your health and day to day life. Many aches and pains can be treated at home without needing to see a doctor or physiotherapist, and the majority of MSK conditions get better within six to eight weeks. There are many ways they can support you to manage at home, such as mobile phone apps, online exercise plans and websites which can provide you with information on how to deal with pain in different areas of the body. They would welcome your views on what you think would work well to enable and motivate you to self-manage this at home.

The focus group will take place with specialists in the field of MSK services, and your opinions and ideas for improvement will be fed into the service development. The date is Thursday 28<sup>th</sup> January 12.30-2.30pm via Microsoft Teams. Again support is provided for anyone who has not used Microsoft Teams before. If you would like to book on to the focus group send an email to [Karen.lloyd24@nhs.net](mailto:Karen.lloyd24@nhs.net)

**Patient Participation Group (PPG) network** – are you a member of a PPG group? PPG's are groups of lay representatives brought together to support the work of General Practice, and we have created an informal network in Derbyshire to support them. The first meeting took place in November, and we now have some further dates booked in:

- Monday 18<sup>th</sup> January 10.30-11.30
- Tuesday 26<sup>th</sup> January 5.30 – 6.30pm

These meetings also take place via Microsoft Teams, and support is available. To book to join this network please email [Karen.lloyd24@nhs.net](mailto:Karen.lloyd24@nhs.net) specifying the date you wish to attend.

**Maternity Voice Partnership (MVP)** - If you are pregnant or a parent to be, or had a baby recently and want to help make a difference to maternity services, the Maternity Voice Partnership would love to hear from you. The Maternity Voices Partnership (MVP) is a way for mothers, fathers and partners to share their experiences, knowledge and skills to build improvements to maternity and neonatal services. Maternity and neonatal services include: antenatal appointments, hospital care and care you receive after you have your baby. We would like to tell you about our MVP and explain the different ways in which you can get involved either by joining our Facebook group to tell us about your experiences or providing your opinion about topics we are keen to discuss. Or we have a number of other opportunities for women to become more involved and we would welcome the opportunity to share them with you. The leaflet attached gives you more information.

Also:

### **Covid-19 Vaccination Programme**

I also wanted to let you know that you can find out the latest information about the covid-19 vaccination programme roll out here [Covid-19 Vaccine :: Joined Up Care Derbyshire](#)

The information will be updated on a regular basis, so please do keep checking. There's going to be lots happening in the next two weeks, so thought it was best to tell you where to find the most up to date information.

If you are in a priority category, please rest assured that you will be called for a vaccination as soon as this is available for you, you do not need to contact the GP surgery.

## **5. Practice Update - Geraldine Comery, Practice Manager**

An update was provided explaining that some additional staff will shortly be employed by the Primary Care Network and available to the Practice patients, namely Mental Health Clinicians, Pharmacists, First Contact Physio clinicians.

First Contact Physio has just commenced within the Practice whereby muscular skeletal issues will in the first instance be telephone triaged by these specialised clinicians.

A COVID vaccination update was also provided. GC advised that major issues were being caused by patients phoning the Practice and asking to book a COVID vaccination appointment or asking when they will be able to book. Approximately 3 out of every 5 phone calls are related to this and as a result, the telephone message has now been changed, as this is stopping urgent calls from patients getting through to us. GC reiterated that the Pfizer vaccine cannot be given in Practice due to the storage requirements and therefore our patients are being booked at the Derby Arena, Pride Park. We have to book patients strictly according to the government regulations regarding order of patient cohorts and we have no authority to deviate from these directions. The Practice is being advised each week of the amount of stock available that has been allocated to the Practice, and we are phoning to book patients in according to a list that adheres to the government guidelines. The Practice is given very little notice of the supply being available, so patients are receiving a personal telephone call to enable the Practice to book them in.

GC asked the PPG members to cascade this to other patients known to them to hopefully reduce the pressure of phone calls being received. The small supply of the Oxford vaccine has been distributed to care home patients, as that vaccine is more transportable.

## **7 Future PPG Meeting Dates via Zoom Online**

7<sup>th</sup> April 2021 – via Zoom

7<sup>th</sup> July 2021 – via Zoom

6<sup>th</sup> October 2021 – via Zoom