

**Minutes of Patient Participation Group Meeting
Held on Thursday 14th May 2015 at 6.30 pm
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, (Chair), Julie Boulton, Laura Gummer, Morton Joynes, Alan Kirk, Bill Richards

Apologies: Ian Andersen, Derek Ashmore, Michael Crossley, Rita King, Denise Lovegrove, Robert Mennell, Piushi Rawat, John Ross, Carmen Villegas-Galvez, Ruth Watts. Kim Blagden offered her resignation from the group.

The Chair reported that Mr Gary Apsley would not be addressing the group.

1. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

2. Matters Arising

- a) Item 2b: Electronic prescriptions went live on 28th April 2015.
- b) Item 8: the issue of a water fountain had been investigated by the Practice but there would be problems with cost and litter. It was agreed that a large bottle of water would be available for those who needed a drink of water. **[Action Laura]**
- c) Item 8: the smell in the toilets was connected with drains problems. Perfumed blocks are being used in the toilet pans.
- d) Item 8: the Grumbles/Praises box had been moved to a more prominent place.

3. PPG Mornings on 14 April and 11 May

Clive reported the PPG Morning at the Avenue House Practice had been a great success and he thanked all involved. Again there had been an excellent response from patients to the completion of the F&F test with very few patients not completing the form. In response to the question: 'How likely are you to recommend our GP practice to friends and family if they needed similar treatment or care?' 51 out of 59 respondents said they would recommend the practice (18 likely, 33 extremely likely), 6 were neither likely nor unlikely, 1 did not know and 1 was unlikely as their family lived in Hasland & Boythorpe.

There had been a similar PPG day at the Hasland surgery run by Bob Mennell. Some 20 responses were received within 3 hours and Bob was thanked for running this.

It was suggested that the F&F tests be repeated at Avenue House, possibly on Weds morning 17 June. The PPG Newsletter could be circulated then. **[Action: Clive to circulate members to test availability]**

4. PPG Newsletter – Contents & How to circulate

It was agreed that the Newsletter should be circulated both as hard copy and electronically. It could be embedded on the main page of the Practice website. It was agreed that some of the contents could be displayed on the screen in the Practice waiting room.

Regarding content, Clive would produce a draft to be circulated by the end of May and contributions would be accepted from all members. These would include an introduction to the

PPG; results from the Friends and Family Test; Praises & Grumbles; Diabetes awareness, and how to join us. **[Action: Clive, Laura, Alan, other members as needed. Clive to draft and circulate]**

5. Chesterfield Locality PPG Meeting Feedback

A document given out at the meeting—Procedures of Limited Clinical Value—had been circulated to PPG members for comment. This listed procedures that the CCG proposed may no longer be offered for treatment under certain circumstances. **[Action: all members to read and send any comments to Clive]**

Age UK had sent out a document on healthy ageing which Clive has circulated to the PPG. It was agreed that Age UK should be contacted to see whether they would come to address us. **[Action: Clive to contact Age UK]**

The question of having WiFi in practice waiting rooms had been discussed at the Locality meeting and PPGs had been asked for their views. After a discussion it was determined that it would be inappropriate for the Avenue House surgery to provide such a service. **[Clive to respond to Locality secretariat].**

Clive reported that the CCG was preparing 6 to 8 questions for a Patient Questionnaire and for a Carer's Questionnaire.

The Locality had heard from Jane Fenton at Ashgate Hospice and she had offered a presentation on End of Life Management. It was agreed that such a presentation would be best received by a joint Practice-PPG Quest session. **[Action: Laura to take matter to Practice and, if agreed, to approach Jane Fenton].**

6. Integrated Care Group

In Ian Anderson's absence, it was agreed to hold this item over until the next meeting.

7. Patient Praises and Grumbles; Practice News

Three comments had been received, all praises: one was impressed by treatment by a Practice doctor; a second patient had been with the Practice for 20 years and could not have been looked after better; a third praised the attention by a receptionist.

Dr Haq is now fully qualified having passed all his exam, and the PPG sent their best wishes.

The Electronic Prescription System had gone live. While there had been some problems, it seemed to be working well. It was noted that nominated pharmacies could be changed.

NAPP membership had been renewed from April 2015.

8. Any Other Business

The situation at Holywell Medical Group was discussed. The NHS media release was read and it was noted that the report on the front page of the Derbyshire Times was incorrect. Every sympathy was expressed for those involved in the relevant practice.

It was reported that Avenue House had received 72 applications by new patients in the last 48 hours. The partners had decided to keep the list open but the situation would be reviewed on a daily basis, bearing in mind the need to maintain care for existing patients. The PPG expressed its support for the Practice staff, especially those on duty in the waiting room, at this difficult time. **[Action: Laura to pass on PPG support to staff].**

Date of Next Meeting is Thursday 9th July 2015 at 6.30 pm at Avenue House Surgery.