

**Minutes of Patient Participation Group Meeting
Held on Thursday 11th May 2017 at 6.30pm
Avenue House & Hasland Partnership, 109 Saltergate, Chesterfield**

Present: Amy Corwell, Geoff Horn, Morton Joynes, Ruth Watts, Alan Kirk, Rita King, Michael Crossley, Bill Richards, John Charles Tanner and Ian Anderson

Apologies: John Ross, Carmen Villegas-Galvez

Chair: Ian Anderson

Minutes: Ian Anderson and Amy Corwell

Minutes of the Previous Meeting held on Thursday 8th March 2017

The minutes were confirmed as a true record.

Matters arising

- a complaint from previous meeting of Hasland radio- Hasland reps able to be more specific and feel large part of problem is poor quality of speaker so programme is an irritating 'noise', not music. Amy will explore this.
- John Charles had raised the Telegraph article on confidentiality of notes. This was discussed but without the article available so decided to look at this again at our next meeting when Laura would be available to clarify further.

Chesterfield community PPG meeting

Mike and Ruth attended and provided feedback;

1. New chair appointed- Phillip Allendale from the Hasland practice
2. A Chinese Elders group rep raised the problem of a small group who felt unable to make best use of NHS services because of language difficulties. It was acknowledged there was a phone interpreter service available for clinicians but this was not helpful in booking apps; accessing results etc. After discussion the PPG expressed empathy with this group but felt there were considerable logistical problems and also a concern that if a Practice advertised an enhanced interpreting service there could be legal liabilities if it did not perform on a given day. Our conclusion was that the matter should be forwarded to the PPG for consideration of a service or that the Chinese community itself might be able to provide some service.
3. A concern was raised 'what happens next?' i.e. after a hospital appt or after an investigation e.g. scan then the patient is often not aware of who is responsible for relaying information to them or continuing the management. Amy could ensure this difficulty was appreciated by Practice staff/clinicians so they might be able to support patients.
4. The stopping/reduction of gluten free foods
5. Chesterfield PPG expressed a desire for the chair of each Practice PPG to attend their bimonthly meeting. It was agreed that Ian would continue as chair for one year and would attend with Michael or his deputy.

Terms of reference

This subject was raised following the discussion re future commitment to the Chesterfield PPG.

Michael had reported a feeling the Chesterfield PPG was less well attended these days and there was a feeling from Avenue/Hasland PPG that it too could easily lapse into reduced activity and enthusiasm.

There followed a round table discussion on whether our PPG members felt the PPG did provide a useful service and whether individual members wished to continue and remain active.

There was a unanimous statement that the PPG needs to continue and all members would continue with their commitment.

There was a general feeling that the PPG profile needed to be raised and that we should look critically at our role for the future. There was a range of ideas proposed and briefly discussed.

It was agreed that at our next meeting we would discuss ideas. We would welcome thoughts from the Practice and perhaps a questionnaire for all staff asking what they felt the PPG might contribute to enable a plan to be formulated.

Practice updates

Dr Backhouse had now started the practice with commitment to both sites, Tues/Thurs/Friday and will be taking over Dr Cook workings. PPG was reassured that ultimately there would be no drop in clinical hours provided as it was acknowledged the very substantial input from Dr Cook.

All expressed gratitude for his efforts over the years.

Patients Praises/Grumbles

☹ Grumbles

- could clinicians speak more clearly and slowly over the intercom
Amy to follow up
- The draught from the repeated opening of the front door has been mentioned again, with the above grumble - options were discussed but with an acknowledgement that none of us were expert.

Although logistical and financial problems were accepted it was felt reasonable to ask the practice to give consideration to this problem when funding for the proposed extension was given if this could be considered.

☺ Praises

- A patient commented 'gratitude for a prompt appointment and whooping cough vaccination'
- A patient commented 'You have very kind doctors in here'
- A patient commented 'grumbling patients and negative newspapers should acknowledge the good work of General Practice'

Dementia friendly practice

Laura had provided the do toolkit and Amy to ensure this e-mailed out to PPG members as there was too little time to explore fully.

It was evident progress was being made and Ian undertook to do a review and feedback more detail. There was an agreement to run a session open to all patients in September and Bill was confident he could arrange the venue. We need to make an early decision on the date to allow for advertising and to discuss with Laura and Amy how to maximise the advertising

ME

Ruth is attending a conference in London and feels there is a general increased awareness in the public of the risks of tick borne diseases.

NAPP renewal

It was agreed to ask John Ross whether he felt there was real gain in membership. Most members admitted they had not been reading the material but there was a concern that as we are to re-examine our effectiveness as a PPG the maybe there are good ideas within the material.

AOB

Morton raised the problem that the Wednesdays of Quest were not showing as closed on the web site so people were coming into town for scripts. Amy outlined the measures staff took to try to protect people from this inconvenience and would look at whether more could be done.

Date of next meeting is Thursday 13th July 2017 at 6.30 pm