

Woodville Patient Participation Group (PPG)

5th March 2019 at 6:30pm

Present : Nigel Botham
Karen Gothard – Assistant Practice Manager
Nick Locke
Micky Locke
Sabyta Mackay
Colin Moody
Dave Sharpe
Alison Wright – Practice Manager

Previous Minutes

386 Colin noted that the Derbyshire Carers Association offers a clinic at local surgeries, where anyone becoming eligible for care can be walked through the process and given any required help. Marie is the surgery's care coordinator. Colin will ask the Association to contact Alison.

26 June – Carried forward.

7 August – The association has been contacted as agreed, but no contact has yet been made with the surgery.

18 September – Still no contact with the surgery, Colin will chase.

30 October – No further update. The meeting agreed that it would be beneficial to have the DCA attend at Woodville Surgery.

11 December – Contact has been made with Alison, but no further update at this point.

22 January – There has been no further contact, potentially due to funding issues. The surgery will ask the Care Coordinator to chase it one more time.

5 March – Callbacks have been promised, but have not materialised. We'll give up.

442 Colin resurrected the “what do the doctors want from the PPG” **Alison**
question and Alison agreed to restart the discussions.

30 October – Dr Somarathi has offered to attend our meetings, so we will ask her to attend the next one. After that perhaps we could have a GP at alternate meetings. We could dedicate the first ten minutes of the meeting to allowing the doctor to have their say.

11 December – Dr Somarathi was on call and unable to attend. The doctors are aware that they need to provide input to the PPG and will discuss.

22 January – Following the negative survey feedback about appointment availability and difficulty making telephone contact, the GPs have suggested that the PPG could help. The aspiration is to reduce waiting time from four weeks to two and then potentially further. One possibility could be to drip-feed the release of appointments for booking. It was agreed that Nick would help the practice to craft a survey to gain an understanding of booking patterns – how many times did the patient try to book before getting in, for example. We will then look to undertake some survey sessions in the waiting room.

5 March – The survey was not done due to other pressures on the practice. However, appointments are now being drip-fed into the system rather than released en-bloc. Waiting for the ANP is down from 21 days to 9, and for GPs from 4 weeks to 3. So, there is a way to go, but progress is being made. Other areas could be encouraging use of on-line access and the health centre hub.

450 It was noted that Measham surgery has had some success with **Karen**
“social prescriptions”. We will invite the Living Well Group to present at a future meeting.

22 January – The group will be invited to speak to the staff and, if it can be arranged, the PPG. Probably in March or April.

5 March – Carried forward due to other pressures on the

practice.

453 To correspond with minute 452, we will review and update the PPG section on the web site to present the PPG as a refreshed and Woodville-focussed group.

22 January – The wording has improved, but there is scope to say a little more.

5 March – Following a review with Alison, no further changes were identified.

454 The meeting agreed that it makes sense for the content of the waiting room screen to be available on the web site and the Facebook page, probably as segmented PDF files. Nick and Alison will attempt to get this sorted out.

5 March – The surgery specific content is now on the web site and the Facebook page. Other content cannot be uploaded as it does not exist in a suitable format. It was noted that there have been a few likes and shares on Facebook.

460 Friends and Family responses run at about thirty per month. Patients can also leave comments on the NHS Choices web site. As is fairly typical in all forms of feedback, people only tend to bother to leave negative feedback. We should try to think of ways to encourage positive feedback to be reported too.

5 March – Carried forward, feedback from members expected at the next meeting, please.

All

Matters Arising

461 The CQC inspection took place since the last meeting. Nick and Colin met the inspector and updated the meeting on their discussions.

462 The forthcoming Always Pledges were discussed and Alison will place the survey link on the web site. Feedback can be submitted until Friday 8th March.

All

Any Other Business

463 The meeting agreed to send a sympathy card to former member Peter.

464 Colin updated the meeting on the various areas with which he is involved, including joined up care, the NHS long-term plan, patient leadership, Healthwatch Derbyshire, Public Face, and the Patients' Association Weekly Newsletter.

465 Karen and Alison thanked Nick and Colin for their participation in the CQC inspection.

Date of Next Meeting

Tuesday 30 April at 6:30pm.