

## Woodville Patient Participation Group (PPG)

11<sup>th</sup> June 2019 at 6:30pm

**Present** : Karen Gothard – Assistant Practice Manager  
Nick Locke  
Micky Locke  
Sabyta Mackay  
Jenny Slawson  
Alison Wright – Practice Manager

### **Previous Minutes**

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

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.

30 April – The meeting agreed to repeat the survey in six months (see new Reminders section). A doctor will be asked to attend the next meeting – with some pre-considered, realistic ideas of how the PPG can help.

11<sup>th</sup> June – Due to workload caused by staff shortages, no doctor was available to attend.

**450** It was noted that Measham surgery has had some success with “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.

30 April – Karen is waiting for a response. It was noted that the target audience of surgery staff and PPG members is a lot smaller than their usual size of engagement.

11<sup>th</sup> June – This has not moved, we’ll give up.

**468** Colin noted that he has joined the Patients’ Association and that he has received the latest NAPPG newsletter, along with new editions of Public Face and an NHS Patient Newsletter. **Alison**

He has been involved with “The Way Forward” which is about patient centred care and suggesting that patients should be encouraged to think about how their appointment should run before arriving. The meeting noted that we already have the triage process in place, effectively a step towards this. Alison noted that there is already a leaflet explaining how to get the most from an appointment – the words from it will be added to the TV screen and website, and leaflets may be handed out to patients as they arrive.

11<sup>th</sup> June – Alison circulated draft words, which the group agreed were appropriate. They will be added to the screen and website.

## Any Other Business

- 473** Alison noted that the Park Run organisation is looking to create associations with GP practices. We will invite them to our next meeting. **Alison**  
11<sup>th</sup> June – Roger and Nicola from Conkers Parkrun gave an interesting talk on parkrun and it was felt that the surgery should join as a parkrun practice (the ninth local practice to do so). It was felt essential that all clinical staff are encouraged to “sell” the benefits of Parkrun. 9:00 every Saturday morning for anyone that’s interested. Could we get the GPs to do it and invite patients to join them?
- 474** Dr Chandra has decided to leave the practice. An advertisement will be out shortly, potentially looking for two part-time GPs. If that approach is taken then it is likely that the total availability of appointments will increase from its current position.  
11<sup>th</sup> June – No change.

## Matters Arising

- 475** The Joined Up Care Derbyshire newsletter was passed around.

## Any Other Business

- 476** Alison mentioned the new Primary Care Network which covers our six local surgeries and around 55,000 patients. All surgeries are expected to join from 1<sup>st</sup> July and will receive funding for things like pharmacists, social prescribing, paramedics and physician associates (can prescribe, but can’t sign prescriptions). The idea is to even out inequalities in care provision across the network and potentially save some costs by sharing resources. Dr Marshall from Newhall is the Clinical Director.
- 477** Gary Barratt the CCG Pharmacist want to talk to the next PPG meeting about essential cuts that have been made and how the PPG can potentially help. He will be invited to attend the next meeting. **Alison**
- 478** It was noticed that the practice newsletter has been produced and really looks the part. Thanks to Selene for her hard work. **Alison**
- 479** Alison flagged a change to processing of repeat prescriptions from 9<sup>th</sup> September. Pharmacists will no long be able to automatically create repeat prescriptions (which wastes a lot of money issuing drugs that then remain unused). Instead, patients will need to call a central medicines order line to trigger the process. There are some exceptions (pill packs for example), and provision is made for hard of hearing people, etc. The scheme is already in place in North Derbyshire and is receiving positive feedback, not least because it gives some elderly people

an opportunity to interact with other people on the telephone helping to relieve loneliness.

## **Reminders**

- August 2019      Assess whether we are getting any benefit from our membership of the National Association of PPGs before committing to renewal for a further year.
- October 2019     Repeat the patient survey, focussing on appointments to allow assessment of any improvement.

## **Date of Next Meeting**

Tuesday 10<sup>th</sup> September at 6:30pm, slightly delayed to avoid the holiday season.