

## Appletree Patient Participation Group (PPG) Minutes of the 46<sup>th</sup> Meeting 28<sup>th</sup> Oct 2015

**Attendees:** David Nove (DN); Ann Martin; John Meggitt; Paul Wiggins;; Wendy Palmer; Elizabeth Reed;; David Greatorex; John Rowlands; Gemma Williams

**From Appletree:** Dr David Regan; Stephen Leather (SWL); Lianne Burke (LB)

**Apologies:** Margaret Raw; Elena Whinfrey; John Raw; John Beavis; Emily Parkman; Roy Guildford

### 1. Opening and welcome.

David Nove welcomed everyone and in particular Gemma from Ecclesbourne School.

### 2. Present and Apologies

See above

### Standing items:

#### 3. Minutes of the previous meeting - Agreed.

#### 4. Matters arising:

**Flu Clinics:** After a slow start the Flu clinics were progressing well. This year Community Pharmacies have been commissioned to deliver NHS flus to the same "at risk" patient groups as GPs. This was only announced 2-3 weeks before the start of the flu campaign and well after the Practice had bought in its supply of vaccinations. There were initial fears that the pharmacies would vaccinate a significant proportion of Appletree patients leaving the Practice with many unused (and paid for) vaccinations. However good clinic attendance combined with opportunistic vaccinating during normal surgeries has meant little reduction this year. However the Practice remains concerned for future years.

It had been noticed that some clinics were less busy than others, with patients electing to swap days. Whilst this puts strain on the busier Saturdays this switching is perfectly acceptable from the Practice point of view.

There is a note on the invitation cards asking patients to ring after 3.00pm if they want to do this.

SWL thanked everyone who had helped and had put their names down for future clinics. PPG members attending encouraged to ask patients to complete a brief survey based on the Friends and Family questionnaire.

#### 5. Carers' Forum.

In Margaret's absence David Nove reported on a very helpful Forum meeting that lunchtime which included input from the Fire Service. June Mendham is the recently appointed Care Co-ordinator at Appletree and is involved in a number of activities including care of patients discharged from hospital and work to avoid hospital admissions.

SWL reported that there is funding from SDCCG to fund a Carers' Clinic which will run monthly by Derbyshire Carers Association and complement the activities of the Forum. More to follow on this.

#### 6. Action Plan

##### Reports on progress of the 2 sub-groups working on the priority tasks

- **External patient communications**

SWL presented the second joint newsletter from the Practice and PPG. He thanked those who had made suggestions and contributions and invited feedback. Members responded positively. He encouraged more contributions in the future both with ideas for content, editing and distribution beyond the immediate reach of the practice i.e. email; web site; Surgery.

**Action:** Elizabeth offered to help with editorial.

Action: In discussing the newsletter item on the future of DCC's Community Transport John Meggitt offered to supply copies of the questionnaire on patient and carers' use of the service.

- **Internal patient communications**

SWL requested more copies of suitable magazines for the waiting area.

There was some discussion on whether patients read notices, the importance of the screen, and the dominance of personal social media. The implications are to use as much multi-media as is feasible.

#### 7. Other patient representative bodies. There were no reports.

#### 8. Appletree Update.

- **Dr Annalea Wyatt** has been offered and accepted a partnership in the Practice. All the GPs are now full partners with no salaried doctors.
- **Lianne Burke** has been promoted to Assistant Practice Manager reflecting her contribution to the expanding work of the practice. The PPG offered her its congratulations.

- Following Julie Allison's departure as Reception Manager the practice has promoted Wendy Whitby and Nicola Kirby to the job share position of Reception Team Leader. Both have valuable experience in customer service environments which they will bring to their new role.
- New roles: The practice already has a Care Coordinator (see **5. Carers' Forum above**) ; the SDCCG are also making further funding available to support 2 new roles:
  1. A Practice-based Clinical Pharmacist who will supplement the work of GPs in medication reviews, hospital discharges, NICE guidance etc. This will be a patient facing role.
  2. A further Advanced Nurse Practitioner (ANP) to supplement the existing nursing team working with patients both in Surgery and in their homes.Both these new roles should help free up GPs for more appropriate patient consultation and be in place early in the New Year.

**Other items:**

**9. Joined up Care in Belper**

David Nove summarised the key issues of the presentation at Strutts, Belper on Oct 1st. This should not be seen simply at a cost cutting exercise but also a scheme to streamline services in line with current patient needs. The future focuses on integrated care based on the GP surgeries with considerable involvement of local authority and private providers. SDCCG is funding a number of innovative projects in the five GP practices that make up the Belper Cluster. There is a further meeting at 7.00pm on 24<sup>th</sup> November at Whitemoor Medical Centre for Belper PPG members and Practice staff.

**10. Patients Online Access to Medical Records.**

LB brought us up to date on:

**a) Summary Care Records (SCR):** In addition to the basic information currently contained in the SCR

(medication, allergies, reactions) there is now the option to have a broader range of information including Reason for medication; Significant medical history (past and present); Anticipatory care information (such as information about the management of long term conditions); Communication preferences; End of life care information; Immunisations. Whilst the patient has to opt in to this wider SCR it is hoped that the information it contains will be a greater usefulness when being treated away from the practice.

**b) Patient access online:** Ability for patients to view their medical records online. Access will be for current records, not the past history and there is a need for safe guards to be built in. The Practice has some concerns, particularly about the balance between good practice notes which, on the one hand lead to continuity of care and on the other cause patient anxiety, especially in the 'worried well'. Dr Reagan gave some examples. There is a need to alert patients to the dangers of 'on line access' and a balance will be struck. DN thanked Lianne and Dr Reagan for the presentation and helpful comments.

**11. PPG hosting Ecclesbourne students.**

SWL felt that we did not fully utilise students' presence in the last session. The new cohort from year 12 (Lower 6<sup>th</sup>) will be joining us at the November meeting. The plan is for DN and SWL to have a short briefing meeting with them at 6.00 p.m. before the next meeting. SWL asked Gemma to facilitate communication with the school.

**12 Contact the Elderly.**

This is a charity aimed at plus 75s who cannot get out on own who are setting up a befriending scheme in Duffield. Members were made aware of their activities. NB there is also a need for volunteers with the Belper and District U3A Stroke Club.

**13. Any Other Business**

Agenda item for next meeting: Contact with other groups.

**14. Date of next meeting**

Date of next meeting 25 November 2015

Meeting closed at 8.35 p.m.