

## Appletree Patient Participation Group (PPG) Minutes of the 47th Meeting 25<sup>th</sup> Nov 2015

**Attendees:** David Nove (DN); Ann Martin; John Meggitt; Paul Wiggins;; Wendy Palmer; Elizabeth Reed; John Rowlands; Deborah McNabb; Emily March; Amy Lakin; Gemma Williams; Phoebe Collier; Hannah Staples; Margaret Raw; Mike Robinson; Betty McKeggie; Marian Chesters

**From Appletree:** Dr Annalea Wyatt; Stephen Leather (SWL)

**Apologies:** Emily Parkman; David Greatorex; Elena Whinfrey

### 1. Opening and welcome.

David Nove welcomed everyone and in particular students from Ecclesbourne School attending their first meeting.

### 2. Present and Apologies

See above

### Standing items:

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

### 4. Matters arising:

SWL commented on the item on Flu Clinics. Despite the Community Pharmacists belatedly being commissioned to deliver flu vaccinations to the same "at risk" groups of patients as GP practices Appletree has reached its target for this year. However concern was expressed about the impact Pharmacies may have on practice uptake in future years and the consequent difficulty in estimating how many doses of the vaccine to buy in. He confirmed that the order for next year has already been made.

SWL thanked everyone who had helped with this year's clinics.

### 5. Carers' Forum.

MR explained the aims of the Forum for the benefit of the Ecclesbourne students. She then recapped on the content of the last report.

### 6. Action Plan

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

- **External patient communications.** SWL stressed the joint nature of the Newsletter, thanking members for their ideas and invited future contributions: There were some reports and suggestions on distribution; these included display in Post Office window and Community Notice Board (discuss with Judy Clough) and Paul Wiggins will endeavour to get some copies included with the Churches Christmas letter. **Action** - PW.  
SWL reminded the meeting that the newsletter was available on the website and through e-mail on request. The Practice is also on Twitter and Facebook and the students were asked to review the content and feedback..
- **Internal patient communication.** SWL encouraged all members who visit the surgery to cast a critical eye on displays etc and give appropriate feedback. **Action:** All PPG members. SWL also reported that, after some discussion/consultation, toys have been removed from the waiting area, due to possible cross contamination and trip hazards. Books are available. There is a patient notice explaining the background to this move which had been taken with regret.

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

**8. Appletree Update.** – After last month's bumper report not much to report this month. SWL spelt out the background and implications of the Junior Doctors threatened strike, pointing out that our GP Registrars are Junior Doctors and will be affected. He played a short video produced by the BMA entitled '6 Minutes to Save the NHS' and available on YouTube. (post meeting: the Junior Doctors strike on 1<sup>st</sup> Dec 2015 was cancelled at the last moment and there was minimal impact on practice patients).

### Other items:

**9. Joined-up Care in Belper.** A number of the PPG had been at the second meeting on 24<sup>th</sup> November. The content was similar to the last meeting but the SDCCG has now produced a booklet 'Joined Up Care in Belper; The Next Steps'. Some copies were available and others will be delivered to the Practice (these have now been received). Patients are encouraged to complete the survey in the booklet. The survey will also be available on line. This focusses on Belper and the five practices which make up the Cluster. (NB WP received a letter and link yesterday presumably via the Health Panel data base.) David Nove urged members to read the booklet and let others know about it and return the completed questionnaire. Timetable: survey to be completed by mid January 2016 The stress is on the need to think differently about the delivery of care. The SDCCG have a plan and patients are invited to respond at each stage. **Action:** Every member of PPG

**10. Community transport.** There was some discussion on how well the service is known, or not, and its importance. Betty M gave a succinct and impassioned plea for the importance of the service. She has already written to DCC and other authorities. Ann Martin had asked a question of members of the SDCCG at the meeting of the 24<sup>th</sup> and gathered, from the silence that they were unaware of Community Transport and in particular the car service for medical appointments. Claire Haynes from SDCCG said she would look into the matter. Action: Betty McKeeggie to draft a letter to the SDCCG on behalf of the PPG. Other possible recipients: local MPs.; AVDC

**11. Friends and Family Test.** Elizabeth gave a brief history of the test which was 'a Prime Ministerial initiative' which all Practices have to conduct and return on a regular basis. It can be difficult to get patients to engage with this survey in the normal course of surgery so use is made of events such as 'flu clinics. She reported on the simple version used this year: 145 returned of which 87 were Very likely, 45 Likely 11 not sure, 1 Unlikely. It had not been possible to get the reasons for the later response.

**12 'Hosting Ecclesbourne students'.** Before the meeting the new group of students had met with DN/SWL and a few others to be briefed on the PPG and how they can have an impact on healthcare provision in Duffield and surrounds. The students were invited to consider ways of establishing what issues are relevant to them and their peers and to report back at the next meeting on any progress made. SWL offered to make himself available if they wanted some help with this task. They agreed to have a short discussion with SWL and DN before the next main meeting. **Action:** Students to review how they could action some fact finding and report back.

### **13. Any Other Business**

In response to a question from John Merritt (JM) SWL reported that there would be fewer routine annual medication reviews over the next few weeks, unless urgent, for the time being in order to meet the more urgent demands of winter.

### **14. Date of next meeting**

Date of Next Meeting: Wednesday 27 January 2016.

Meeting closed at 8.35 p.m.