

Appletree Patient Participation Group (PPG) Minutes of the 49th Meeting 30th March 2016

Attendees: David Nove(Chair); Mike Robinson; Roy Guildford; Ann Martin; John Meggitt; Paul Wiggins; Wendy Palmer; John Rowlands; Elizabeth Reed; Marian Chesters; Gemma Williams; Emily March
From Appletree: Dr Sam Thomson; Stephen Leather (SWL)

Apologies: Margaret Raw; David Greatorex, Betty McKeggie, John Raw; Amy Lakin

1. Opening and welcome.

David Nove remained in the Chair for a second term and confirmed the apologies.

2. Present and Apologies

See above

3. Minutes of previous meeting.

The minutes were accepted as an accurate record.

4. Matters Arising.

- **Community Transport.** David Nove reported that he had belatedly heard from Derbyshire CC in response to the letter he had sent, after consultation with Betty McKeggie, on behalf of the PPG. The letter did not address the issues raised but dealt with general issues arising from cuts in funding. John Meggitt, a volunteer driver with the service, had heard about cuts in 'subsidised transport' but there seemed a lack of clarity about exactly what was going to happen when. There was some discussion on possible alternatives, e.g. the supermarkets helping to subsidise shopping trips, and the use of the car service to hospitals, dentists and clinic within the AMP area and reports that it was used but could have been better publicised. The PPG agreed that the Chairman would seek clarification from the DCC on the issues raised, in particular getting patients to medical appointments. **Action:** David Nove

Standing Items:

5. Carers' Forum report – Margaret had tabled her report covering the meeting of the Forum on 17th Feb 2016 – see separate attachment. In accepting report from Carers' Forum the PPG stressed their appreciation of the excellent work done by the Forum.

SWL reported that the Carers' Clinic had got off to a storming start and was fully booked to the end of May 2016. This was largely the result of the work of the Carers' Forum and offered a very valuable service.

6. Action Plan.

- **Internal Communication.**
 - SWL encouraged members to use of the PPG notice board in the foyer to communicate key patient messages.
 - Marion Chesters raised problem of hearing, and seeing, screen from certain points and angles in the larger waiting area.
 - Paul Wiggins raised question about patients going to the 'correct' waiting area. He was assured it was well sign posted but patients had a number of reasons for choosing where they sat, e.g. children in play area, less claustrophobic. The patient call messages appear on both screens regardless of consultation room.
- **External Communication:**
 - SWL reminded the Group that the seasonal Patient newsletter was joint publication and suggestions of topics for inclusion are welcome. Later discussions suggested that there were several topics which would be included. **Action:** All PPG members.

7. Other patient representative bodies (as appropriate)

John Raw had tabled a paper outlining the activities of a number of members regarding several patient representative bodies – see separate attachment.

8. Appletree Update.

SWL reported that the new Advanced Care Practitioner (ACP) Heidi Hill has started this week. Heidi has wide experience of the complex needs of the frail and elderly and their care. The new practice-based clinical

pharmacist Kath Webb arrives at the Practice early in May. The challenge is to help prepare patients to see the benefits of such specialist care. This led to a discussion on the ways of doing this, including writing about the changes in the joint newsletter, having an evening Health Fair, having a small stall at the carnivals to give out information and to invite people to such a Fair. **Action:** Elizabeth Reed and Roy Guildford to make enquiries into logistics of having a presence at the carnivals.

Other items:

9. Contacting the Elderly. SWL reported on the lunch event which had been facilitated by the Practice and through the enthusiasm of June Needham (Care Coordinator). In response to a query from PW SWL clarified that Contacting the Elderly was a charity and the Practice responded by identifying individuals who might benefit from an opportunity to socialise in a familiar environment. It was deemed a success for a number of those who came who will, hopefully, continue to make contact with others. This was a 'pump priming' venture and it was hoped that the charity itself would take things forward from here.

10. Discussion on the role of the PPG. It was felt that the three areas of potential purpose identified at the end of the last meeting i.e.

- An Action Group.
- A facilitator and distributor of information **to** the Community
- Channel of feedback **from** the Community

summed up the key areas.

While not easy to achieve it is hoped that the idea of an Open evening, stalls at the carnivals will help to meet these objectives. SWL suggested that the PPG was increasingly good at giving the Practice feedback, being sources of information about the wider NHS and its changing face and being patient champions; the PPG is less good at defining a task and seeing it through. Hopefully plans underway should change that.

11. Any Other Business:

- Dr Thomson gave a succinct summary, based on her experience of being a Junior Doctor, of the key issues in the current dispute and the unintended consequences of the proposed Junior Doctors contract.
- Gemma and Emily had undertaken a small survey of fellow Ecclesbourne students which included questions about the closure of Minor Injuries service at AMP. Action: It was agreed their findings would be presented to the PPG at the next meeting.

Date of next meeting 25th May 2016.

The meeting closed at 8.50 p.m.