

Appletree Patient Participation Group (PPG) Minutes of the 50th Meeting 25th May 2016

Attendees: David Nove(Chair); Mike Robinson; Ann Martin; John Meggitt; Paul Wiggins; Wendy Palmer; John Rowlands; Elizabeth Reed; Margaret Raw; Brittany Wright

From Appletree: Stephen Leather (SWL)

Apologies: Marion Chesters, Roy Guildford, Ecclesbourne students (exams); David Greatorex

1. Opening and welcome.

David welcomed everyone, in particular Brittany who was attending her first meeting..

2. Present and Apologies

See above

3. Minutes of previous meeting.

The minutes were accepted as an accurate record.

4. Matters arising.

DN reported that he was awaiting a further reply from DCC re funding of Community Transport. John Meggitt reported that funding was available for Community Cars until June 2017 but there were uncertainties e.g. school transport from Holbrook.

David Nove reported that two meetings were planned on consecutive days for Chairs of PPGs. One was with Pauline Latham on 22 June re : Minor Injuries Units and the other on 23rd June (upstairs in Strutts). He asked for a volunteer to deputise for him. However on subsequent discussion on this date, Referendum Day, it was agreed that DN should write asking that the day be rescheduled. **Action DN.**

Standing Items:

5. Carers' Forum. Margaret Raw gave a report, including the success of a Q&A session with SWL which was much appreciated. The question of patients appreciating the roles of the recently appointed clinicians continues to be addressed See 8 - Appletree Update.

A question had arisen about the dispensing of medication at Lloyds Pharmacy. SWL stressed that the Practice dealt with all repeat prescriptions on an electronic prescribing system and they were dispatched to the pharmacy of the patient's choice within 48 hours.

6. Action Plan.

Internal Communication. SWL reported that spurred by the visit of the CQC the notice boards had been sorted out and the leaflets and cards reorganised. The challenge was to keep these 'Inspection ready'. There was some discussion on how the folders were used by patients, but the consensus was that the Practice was offering as much accessible information as was appropriate, including the improved video screen, and it was being used.

External communication. Covered later in the meeting.

7. Other patient representative bodies (as appropriate)

There were no other reports from other bodies.

8. Appletree Update.

SWL presented the Summer edition of Your Health Matters, the joint publication from Appletree Medical Practice/PPG. The other points are elaborated in items 9 and 10.

Other items:

9. CQC visit.

The draft report is expected very soon. SWL reported that his teams had done a fantastic job in preparing the materials for the visit and thanked members of the PPG who met the Lead Inspector. In turn DN asked that their thanks be given to Dr Ruth Hewitt for the Thank-you cards.

SWL detailed how the CQC worked during the visit, a very rigorous process with a focus on patient response and collaborating evidence. The final verbal feedback was encouraging, with some suggestions on improvements. This led to some questions of how clinicians were appraised by their peers and within the management structure.

10. Right Patient: Right Clinician campaign.

SWL gave a Power Point presentation on the campaign. He rehearsed the traditional approach to General Practice with the focus on the work of the GP. This leads to 'an overheated system which will result in overheated GPs.' In the light of changing patient expectations and needs Appletree has been moving towards a 'Clinical Mix' approach which includes the appointment of further specialist Advanced Nurse Practitioners and a Practice Pharmacist. The Practice is producing information to demonstrate the range of skills and services now available, with the stress on the fact that everyone is a 'clinician'. This information will also be available on the video screen.

Duffield Carnival on Saturday 25th June 2016. Elizabeth Reed reported that she and Roy Guildford had booked a stall at the Carnival. The idea was to present up to date information on the Practice, with leaflets, an invitation to an open event at the surgery (?) and possibly recruitment for PPG. However the Partners had expressed some concern that this might not be the best environment to major on the "Right patient: Right clinician" message. Elizabeth asked for volunteers: Wendy Palmer will do 1 – 2 p.m., Ann Martin 2 – 3 p.m.

Action: PPG members to offer further slots. Many PPG members are involved in other activities on the field. Elizabeth and Roy will continue to find suitable furniture and material for the stall.

11. Ecclesbourne Students' survey. SWL had summarised their findings. More detailed information will be sought at a future meeting. Thanks go to the students for their work.

12. A.O.B – None

13. Date of next meeting – 27th July. Wendy Palmer offered her apologies for absence.

David Nove thanked everyone for their attendance.

The meeting finished at 8.37 p.m.