

Park Lane Surgery Patient Participation Group

Park Lane Surgery Minutes of the 6th AGM of the Patients Participation Group (PPG) 3rd March 2020 at 18:30

Present: - Lesley Hutchinson, Janet Dean, Caroline Fairhall, Ann Hallsworth, Christine Hill, Sylvia Soar, Michael Flude, Alan Twaite, Helena Church, Maggie Higginbotham, Neil Roberts, Sue Gaskin

Mr Louis Wood, Dr Gillian Davidson and Mr Saleem Naqwi

Chris Fairhall – not a PPG member

Apologies: - Sara Beecroft, Ged Potter, Kathy Hall

Minutes of the 2019 AGM.

The minutes of the 2019 AGM held 28th January 2019, were agreed to be a true reflection of the meeting. Proposed Alan Twaite, Seconded Christine Hill

Chairman's Report

Janet addressed the meeting by reminding us of our objectives

- a. To offer confidential non-clinical communication link between the patients and the Practice.
- b. Provide an independent but collective patient perspective on the services provided by the surgery now and in the future
- c. Contribute to the processes of safety and improvement within the Practice
- d. Give practical support to the Practice team and with patient led activities.

Janet encouraged anyone who was interested to join the group to contact the surgery for details.

The group has had five meetings since the last AGM.

Membership currently stands at 17 with an average attendance of 10.

As a group we have had wide ranging discussions, which the various members have been able to contribute with their own experiences. We have started to consider how we may help Carers, and a group to look at this has yet to get off the ground.

Once again, the PPG was the welcome team for the Flu Clinics.

The Diabetes Self Help Group Championed by Neil Roberts and Ged Potter and endorsed by the Practice continues to widen its appeal.

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Neil Roberts interjected to confirm that the group are still going well with many reducing their medicines. Dr Gillian Davidson advised of the scheme supported by the CCG which encourage people to use low calorie sachets for 6 weeks and give support to help stop medication.

Dr Gillian Davidson advised she would put Neil in touch with the scheme

Action Dr Gillian Davidson

Sue Gaskin advised some leaflets on the Diabetic support group were advising incorrect dates.

Action Neil Roberts to update posters with correct information

Janet organised another "Stay Safe, Warm and Heathy" in November 2019 in Darley Abbey.

Doctor Parkes and Malcom personally invited older isolated patients, offering to pay for transport. More people attended, but they hope for even more next year.

Janet had sourced some funding to pay for transport for the most vulnerable to the event, however this was not utilised and has been given to the local Darley Abbey shop so that elderly residents who could not get out for any reason may have some groceries delivered, can be checked on. Promoted that the most vulnerable can ring the village shop if they have problems, need help. Michael Flude also advised that his Heart group had a telephone tree of 257 numbers and if someone hadn't been seen, they would be rung to make sure everything was in order.

Janet supported Lesley with the new style Newsletter. However with the addition of Mr Louis Wood, Assistant Practice Manager, from February this year, this will be one of the tasks that he will take over from Lesley.

There will be "tweaks" to the surgery and environs, that will make all the difference happening soon....

Books and magazines – Please bring your books to be sold and any magazines so that the old ones can go.

Sylvia Soar advised that the Derby Lions had brought 4 lots of books to the surgery for sale and Janet thanked her for the contribution.

Janet thanked all members of the group for their time, enthusiasm and experience which has greatly contributed to the groups discussions.

Thanks also to Lesley for her continued support and Caroline for her secretarial duties.

Committee Member changes

Vicki Price resigned in July 2019

No other members have joined.

Elections

Chair and Secretary – both Janet Dean and Caroline Fairhall were willing to continue in their roles and they were jointly appointed Proposed Maggie Higginbotham Seconded Sylvia Soar

Reception Team (in the event of a non-clinical complaint being made at the surgery)

This remained as last year with Alan Twaite, Ann Hallsworth, Helena Church and Sylvia Soar.

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Introduction of Mr Louis Wood

Mr Louis Wood was introduced to the group; he has been in a larger practice for the last 3 years and has excellent IT skills. He started work at Park Lane surgery in February.

Presentation by Dr Gillian Davidson – Clinical Director of the PCN

Dr Gillian Davidson - Primary Care Network

Mr Saleem Naqwi – Business Manager

Dr Davidson advised that she works Monday, Thursday and Friday as a GP and Tuesday and Wednesday in Primary Care Network.

There is a group of 11 Practices which make up the “Greater Derby” network. 90,000 patients in total. The objective is to work smarter and better, to offer more co-ordinated clinics and to provide a better way for patients to access a wider range of health care professionals.

Malcolm (who used to work at Park Lane) is a social prescriber and he will work with one other for the 11 practices.

Mr Saleem Naqwi (Business Manager for the PCN) advised that they have a budget of £639,00 (rising to £2m in 4 years) for additional staff, who must be patient facing. This will be an additional 41 roles over the 11 practices.

It is a steep learning curve as they need to find out which roles are required. This will mean visiting numerous groups to understand what roles are required. More physiotherapists and Physician Associates (a new clinical role) So, your first appointment could be with a Physio rather than going to your doctor in the first instance.

Helena Church asked if that would impact the hospitals? Dr Davidson agreed this would benefit the hospitals by fewer patients attending clinics and more in the community.

All Practices are being encouraged to join a network.

This will also mean out of hours access to a doctor is possible, which Park Lane has been involved in for some months.

Dr Davidson also suggested that it may be possible for the practice to have a 2-hour slot for blood testing rather than attending London Road clinic which is on a first come first served basis.

Janet asked Dr Davidson if she had any ideas how the PPG could help / assist? Not at the moment, but they were due to be having a half day get together with all the staff at the Practice to discuss various issues so maybe something would come out of this.

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Janet thanked Dr Davidson and Mr Naqwi for their presentation, which was most interesting and informative.

Consider PPG Objectives

- Support Groups
- Include in Newsletter about various clinical tests
- AF thumbs
- CRY cardiac arrest for the young
- Patients looking after own health
- Proactive “Self Help”
- Brainstorm ideas

There was no AOB and the meeting closed at 7:45