

## Minutes of the Patients Participation Group (PPG)

27<sup>th</sup> November 2017 at 18:30

**Present: -**

Lesley Hutchinson

Alan Twaite

Caroline Fairhall

Anne Hallsworth

Christine Hill

Helena Church

Maggie Higginbotham

Kathy Hall

Vic Bodsworth

Sue Gaskin

Neil Roberts

Sylvia Soar

**Apologies:** Janet Dean, Ged Potter, Darren Smith and Vicki Price

1 – **The minutes of the meeting held on the 4<sup>th</sup> September were agreed.**

Proposed by Christine Hill and Seconded by Helena Church.

2 – **Update by Practice Manager – Lesley Hutchinson.**

The telephone message which currently runs for 39 seconds will be slightly shortened. It has already proved useful as the recorded messages have been accessed to check information which had been taken down incorrectly or had been misheard.

Alan Twaite advised that of 5 unconnected but informal comments observing longer wait times for booked appointments, exacerbated by listening to the initial information message especially when phoning early to try and secure a same day slot.

Lesley advised that there had been an increase in the number of patient registrations due to Park Farm culling their list of patients no longer living within their catchment area. Our number currently stands at 6,280. This has been steadily increasing in the 10 years that Lesley has been with the practise as it was 5,700 when she joined. She also said there are times in the day when there are appointments, but the patients decline them. as inconvenient. Also, as Dr Nichols has reduced his hours it is taking longer for patients to see him.

Helena Church commented that the 111 service should be utilised more as they are able to assist and do have access to patients summary of care.

# Allestree Patient Participation Group

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Kathy Hall suggested that patients were able to have telephone appointments

Janet Dean had sent an email to the group advising of an initiative “Stay Warm and Healthy” for Darley Abbey which Dr. Parkes is attending on the 28<sup>th</sup> November. Alan Twaite said it was frustrating that the PPG were not aware of the event until the day before, as it would have been a good opportunity for the PPG to have had a presence there. However, Lesley advised she had only been fully aware of the event date / format a few days ago. It seems that not all the residents in Darley Abbey had received leaflets as Alan lived in the area and had not; neither had Sue Gaskin. The group applauded the initiative but were a little disappointed by the lost opportunity for the PPG to have raised their awareness.

Neil Roberts asked Lesley to find out from Dr. Parkes how successful the event was. Alan Twaite said he would try to find time to pop in.

Lesley suggested in the future that both PPG’s from Allestree and Park Farm should combine resources and have a shared event, and maybe invite various agencies to attend also.

### **3 – Chairman’s Report**

Alan thanked all the PPG members who had attended the flu clinics, which had run smoothly again this year.

He mentioned all the CCG communications that had been forwarded and asked if anyone had attended any of the events.

Sylvia Soar had been to a Carer’s event that a good number of people had attended, which she found useful.

Alan Twaite and Anne Hallsworth had attended the “Voluntary Patient” run by Derby hospital and were able to advise that Anne had been turned down on medical grounds, because she was too fit! However, they are going to use her acting skills to pretend she is ill. Alan hasn’t heard yet if he will be required to attend. The exams for student doctors need to be standardised and this is going to take place at Derby Royal hospital.

Alan Twaite advised the group that he would like to stand down as Chairman at the AGM. When taking the role, he had said he would do it for a year and it has now been nearly two.

Alan said he would still come to meetings and would be prepared to give advice if asked.

There will be two vacant posts; that of Chairman and Vice Chairman. Anyone wishing to apply for the post of Chairman or Vice Chairman should email either Lesley Hutchinson or Caroline Fairhall.

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## 4 – Date of AGM

It was decided that this year we would hold the AGM as a meeting with no additional events. It will be well publicised by the Practise using the notice board and the TV screen in the waiting room.

The dates 5<sup>th</sup>, 12<sup>th</sup>, 26<sup>th</sup> Feb and 5<sup>th</sup> March were suggested. Caroline Fairhall will send an email round with the link to the Doodle survey so that you can advise which dates you are available.

Alan Twaite suggested a separate event to meet the new doctor plus something else to be arranged. Lesley Hutchinson suggested this event could be shared with Park Farm practice.

## 5 – AOB

Neil Roberts expressed his gratitude to Lesley for including an article on the Diabetes Self Help group in the Newsletter. Four additional people had attended from that and the current total for the group is now 16, which he was pleased with.

Kathy Hall mentioned to Neil that perhaps he could give a talk to the U3A. He was agreeable to the suggestion.

Alan Twaite referred to the communication received from Claire Haynes regarding the self-assessment form, which was the same as last year. He proposed that he sent Claire a letter confirming that we are of the same view as last year. The group agreed.

The group discussed the ongoing predominance of ‘over 50’s in its membership and the problems in widening participation both in age and ethnicity. It was agreed that this should remain among the specific objectives when forming plans at the forthcoming AGM

Lesley Hutchinson confirmed that when registering new patients, a question was included regarding possible interest in the PPG.

Four patients had expressed an interest recently and Lesley had given them the details of tonight’s meeting, but none had turned up.

Helen Church commented that young people with small children are not able to commit the time in the evenings.

Alan Twaite suggested that perhaps some members could be “virtual” members and be more active in a virtual sense and contribute through the secretary/ Chairman on various issues.

Alan Twaite reminded members that the AGM was the time to set the group objectives and plans for the coming year and asked all to give thought to possibilities for consideration.

The meeting closed at 8.05pm