

Allestree Patient Participation Group

Minutes of the Patients Participation Group (PPG)

4th September 2017 at 18:30

Present:-

Lesley Hutchinson

Alan Twaite

Caroline Fairhall

Anne Hallsworth

Christine Hill

Helena Church

Maggie Higginbotham

Kathy Hall

Vicki Price

Dr Isobel Parkes - Partner of the Practice

Apologies: Vic Bodsworth, Sue Gaskin, Janet Dean, Ged Potter, Darren Smith, Neil Roberts and Sylvia Soar.

1 – **The minutes of the meeting held on the 19th June were agreed.** Proposed by Helena Church and Seconded by Maggie Higginbotham.

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

Lesley handed round the Newsletter which is about to be sent out, the main points being:-

New Doctor – Dr Gillian Davidson has started at the practice as a GP Partner.

There was a list of each doctor advising which days they have surgeries during the week.

Diabetes Self Help Group details

Abdominal Aortic Aneurysm (AAA) screening – advising male patients that they can be screened if they have not yet received an invitation as long as they are 65 years or older.

Flu Clinics – Dates advised

New Telephone system being installed in September, whereby calls will be recorded for staff training. This included the Doctors telephone appointments. There will be additional lines for staff to ring out when the patients are ringing in.

There may be a recorded message put into use later, but this has not been confirmed.

Discussion on this topic confirmed how much the public hate listening to a recorded message. However, if it was a doctor of the Practice who recorded the message and advised how it would help them if the patients could provide information as to the reason of their visit, it may persuade patients to give details and maybe their appointment could be dealt with by another clinician.

The Newsletter also advised how patients can help.

Allestree Patient Participation Group

The question was asked if Nurse appointments could be booked on line?

Lesley advised that this was not possible as the nurses appointments were for differing times depending on the patient.

Healthwatch Derby – visiting Park Lane Surgery Wednesday 6th September

Lesley has received an email today advising that this organisation will visit the practice on Wednesday. Their aim is to talk to patients in the reception area about how they find the surgery. They will have set up a stall and will all have identity badges. They will not hinder the day to day running of the practice. Only if they come across an urgent issue would the Practice Manager be advised. This is a Council – NHS initiative.

Purchase of Mjog to save the receptionists' time.

This is an electronic tool which enables invitation to be sent out for the flu clinics, confirms appointments 7 days before and also a day before. sends out friends and family questionnaires, Health campaigns (smoking), patient reviews. By replying the patient can reply or cancel and appointment.

Alan Twaite raised the question of the eligibility for the Shingles vaccine?

Lesley advised that when turning 70 patients were invited to have the vaccination, or when they became 78/79 for a catch up. The system was put in place 3 years ago so many people who are over 70 when it came into force will have to wait until they are 78/79 to get it.

3 – Flu Clinic Dates and attendance by PPG members to assist with the patients

The dates are :-

Sat 7th October – Christine Hill and Helena Church

Sat 14th October – Maggie Higginbotham and Kathy Hall

Sat 4th November – Alan Twaite and Ann Hallsworth

If any other PPG member would like to attend one of these clinics to help with the smooth running, please let me know which date you would be willing to volunteer your services.

4 – Various communications forwarded to the group from the Chairman (Alan Twaite)

It was agreed that should Alan receive further communications that would be of interest to the PPG members he will forward to Caroline for onward transmission.

Alan confirmed he had contacted John Trevail regarding the Presentation by Apostolos Fakis and NAPP and confirmed that the overwhelming view of the PPG was not to participate.

5 – AOB

Caroline advised that she had received an update regarding the Diabetes Clinic from Neil Roberts. “The Diabetes group had had 5 meetings and attendees are starting to see

Allestree Patient Participation Group

improvement. 1 person has been able to reduce his insulin by 50%. There has been very positive feedback, with people saying that the meetings are proving useful”.

Kathy Hall advised that the Darley Abbey W.I are going to be discussing the national campaign issue raising the problem of loneliness in the community.

Dr Parkes confirmed she would be willing to become involved in an Open day.

There was discussion on the type of help needed e.g. the practicality of being able to assist getting people to events with restrictions on car insurance and also vulnerable people at risk.

Anne Hallsworth thought the RVS would be able to offer volunteer help and also there was mention of the VSPOA – Volunteer single point of access.

Dr Parkes also mentioned that 4 Avenues around the practice had put out a Flyer regarding an event which maybe Park Lane could become involved in.

Alan Twaite thought it may be of use for us to have an occasional meeting with the PPG group from Park Farm and perhaps hold an Open Day between us.

Date for next meeting will be either 27th November or the 4th December – Caroline will send out a link for Doodle so that you can advise which dates you are free.

At the meeting in Nov / Dec the AGM date will be agree for the first quarter of next year as per our constitution.

The meeting closed at 19:45