

Allestree Patient Participation Group

Park Lane Surgery

Minutes of the PPG (PPG)

19th November 2018

Present:-

Lesley Hutchinson, Christine Hill, Maggie Higginbotham, Alan Twaite, Caroline Fairhall, Sylvia Soar, Helena Church, Janet Dean, Myra Rogers (new member), Sue Gaskin, Vicki Price, Michael B Flude (new member)

Apologies: Kathy Hall, Neil Roberts, Ged Potter

1 – The minutes of the previous meeting held 17th September 2018 were agreed to be a true reflection of the meeting.

Election of Chairperson – Janet Dean had put forward her name and there were no objections. Proposed by Vicki Price, Seconded by Sylvia Soar

Janet then took the chair and gave brief details of her background and experience in several different institutions and organisations.

Matters arising from last minutes:

a) **Helena Church to ascertain when next “Four Avenues” event was to take place.**

Helena advised that she was unable to make much progress but had found out that there was a “Three Avenues” street party which took place on an annual basis. It was suggested that as there were several internet options open to Allestree population, with Facebook, an Allestree selling site and other options for communication to a wider audience. **ACTION: Janet to look into the various mediums available to communicate to people in Allestree and bring a list of the possible communication options to the next meeting.**

b) **Feedback from Darley Abbey “Keep Safe, Warm and Healthy in Winter”**

Janet advised that it was a successful event, with 40+ attending. Several different groups including Police/Fraud, Ram energy, Live Well, NHS V-Spa, EMAS voice, Ambulance Service, Fire service and many others attended, with the W.I. providing excellent refreshments. Dr Parkes identified that we are still not managing to get to the really isolated elderly, who rarely visit the practice. Suggestion that Doctors need to actually invite these people to see them on that day. Dr Parkes gave out 5 flu injections and saw and spoke to several of the attendees. She was accompanied by a Community Nurse and 2 Care Coordinators.

Although the practice (Malcolm, Doctors & reception) and the Church had offered people lifts to the events, not many were taken up. Extensive coverage, flyers, Darley Abbey newsletter delivered to every house, posters, Next Door Darley.

ACTION: Janet to discuss with Dr Parkes & Lesley.

c) **New style Newsletter update from Janet and Lesley**

The next winter issue of the newsletter, will have “Winter health issues” and start to encourage people to self manage e.g. how to look after yourself, preventative ideas The “Getting to know your Surgery” item, which this issue had Malcolm as the person under the spot light, would be about ‘Prescriptions’ in the winter issue. Future issues to possibly have a push on a major topic e.g. heart or other major health issue identified by the doctors.

ACTION: Janet & Lesley. ALL to give ideas and content.

d) **New email account for PPG .**

ACTION: Caroline to contact Neil to help her get access

2 **Update on news of the Practice and Hub – Lesley Hutchinson**

There has not been any significant uptake of the Hub from our surgery as all the appointments had already gone to other practices. However, Park Lane has now been allocated 16 slots a week. If by 4pm on the day these have not been utilised by Park Lane they are released to other users.

The practice is actively considering ways to communicate to the patient population the various benefits of the hub. There will be smear tests and phlebotomy appointments available at the Hub during weekends. It was thought that the Newsletter could be a good tool to make patients aware of the various clinics and appointments available. **ACTION: Janet & Lesley.**

The Newsletters are on the reception desk. It was thought that as people use the sign in screen to say they have arrived, that a clear Perspex box could be put next to it with the newsletters. Another thought was to give them to the Chemist for them to give out with the prescriptions. **ACTION: Lesley.**

3 **Date for the AGM – Monday 28th January**

Lesley to speak to the Doctors, as we would like some input from them concerning our 2019 objectives and how the PPG can help the surgery.

It was suggested that we invite Malcolm, as our Care Coordinator, to speak at the AGM to give an overview of his work at the surgery. **ACTION: Lesley.**

4 **Feedback of Flu Clinic held 3rd October**

Helena reported back that it had been very successful, although it had required some intervention assisting patients to be sitting in the right place at the right time! Flu vaccinations were then discussed in more detail. Lesley was explaining that the surgery benefitted financially from patients getting their vaccinations at Park Lane rather than the local Chemist, as the money received from the vaccinations would be used to benefit the practice as a whole.

NHS England who had supplied the vaccinations had not explained when the order was placed that delivery would be in stages 40% then 20% then 40%.

If the practice has more than 20% of the vaccinations left at the end of the winter (March 2019) they will lose money. 20% or less is sale or return. **ACTION: Into Newsletter, Janet & Lesley**

FYI: A patient's records are marked when they have had a flu vaccination so that when someone comes to the surgery that is eligible and has not had it they will be offered it.

5 **Next Flu Clinic Saturday 24th November**

Helena Church to contact Caroline Fairhall if she can make the 8:30am slot otherwise Caroline will cover.

6 Vicki Price – **Osteoarthritis presentation Nov 28th University of Derby**

Vicki gave a brief description of what this entailed and invited anyone who was interested to take part. **ACTION: Caroline has forwarded all relevant details to all PPG members. Feedback on how this can be taken forward for our surgery, from Vicki and any other attendees at the next PPG meeting.**

AOB

Michael Flude had attended the meeting for the first time. He is Chairman of Take Heart Derby, 01332 380219 michael.flude@takeheartderby.co.uk. and is a volunteer for the Royal Derby Hospital. Take Heart Derby have several social activities, including a singing group, throughout the year and the main aim is to encourage people who have suffered heart problems to regain their confidence. He would be willing to ask someone from Take Heart Derby to come and speak to us at the AGM or other meeting.

Christine Hill advised that a Senior Citizens Christmas Dinner was being held for lonely housebound senior citizens in Allestree and was asked for the details by members. It will be held on Saturday, 22nd December at Woodlands Church, on the corner of Blenheim Drive and Woodlands Road in Allestree. It is intended to bring together senior citizens who are mostly housebound. There will be free transport and tickets are available by booking in advance. Phone Colette on 01332 551336.

The meeting finished at 8:30 pm