

WILLINGTON SURGERY
Patient Participation Group (PPG)

Meeting held on Tuesday 17th January 2023
at 6pm

Present:

Chris Baker	Pete Horridge (Chair)
Sara Bains	Sally Lovatt (Secretary) – via Zoom
Lynne Clay (Minutes)	Barbara McCardle
Gillian Gahagan	Sheila Napier
Holly Goodrich (Practice Manager)	

Apologies:

Jo James	Janice Heier
Linda Murray	Hilary Hancock

Number		Action
01/23/1	<p>Apologies for absence Apologies received and accepted from Jo James, Linda Murray, Janice Heier and Hilary Hancock.</p>	
01/23/2	<p>Minutes of the previous meeting Accepted as a correct record and signed by the Chair.</p>	
01/23/3	<p>Matters arising</p> <p>11/22/04.01 Website Holly Goodrich advised that a new website should have gone live today but there was a hitch. The website company hope it will be up and running very shortly.</p> <p>11/22/04.02 Clinical Support at the Surgery Holly Goodrich advised that the poster display was now up in the surgery and there were more to come. The questionnaires were still to do.</p> <p>11/22/06 Coffee and Company All immediate actions complete, longer term promotions are ongoing.</p>	Holly Goodrich
01/23/4	<p>Chair updates</p> <ol style="list-style-type: none"> 1. Pete Horridge explained that he had met with Lynne Clay and Sally Lovatt and it had been agreed that Lynne Clay would take over as secretary when Sally Lovatt retires in May and in the interim, they would work together. 2. He further advised he had met with Sheila Napier and Janice Heier and it had been agreed that Sheila Napier would take over as Treasurer when Janice Heier retires as Treasurer but staying 	

	<p>on as a PPG member in May and in the interim, they would work together. Holly Goodrich expressed the surgery's thanks for the work Janice Heier had undertaken over the years.</p> <p>3. Sheila Napier, Gillian Gahagan and the Chair had now been DBS checked and were now eligible to work as volunteers helping patients in reception. Sheila Napier had already undertaken two sessions helping patients use the B/P machine, the automatic sign in screen and similar tasks, all to aid the receptionists. Sheila Napier did ask Holly Goodrich if the check in machine could have the time extended for patients to check in after their appointment time.</p> <p>4. In preparation for the next CQC visit, the Chair explained that more formal documents were being developed, including Terms of Reference which could also form the basis of an induction pack for new members. Holly Goodrich explained the process when the CQC visit. Gillian Gahagan enquired if it may be useful forming an information sharing group with colleagues in our area group: Wellbrook (Hilton), Village (Normanton), Melbourne and Chellaston, Alvaston, Hollybrook (Littleover) and Parkfields (Alvaston). All felt there could be merit, further discussions needed.</p> <p>5. The Chair hoped fundraising could begin again now that restrictions were reduced.</p>	<p>All to note.</p> <p>Holly Goodrich</p> <p>Holly Goodrich /Pete Horridge</p>
01/23/5	<p>Marketing of the PPG Facebook page</p> <p>The Chair reported there were now 506 members. Information is added to the site by the Chair along with the local "Spotted" F/b pages. Patients then have the option to use either the surgery website or F/b pages to keep up to date.</p>	
01/23/6	<p>Projects update</p> <p><i>Report previously circulated to members and is attached in full at Appendix 1. Three items were discussed further:</i></p> <ol style="list-style-type: none"> 1. <u>WSPPG Patient's suggestion</u> form had received two questions. The first related to midwifery services which had already been dealt with by Holly Goodrich directly with the author. The second regarding diabetic services would be responded to explaining that retinopathy services had to be undertaken in a hospital setting. 2. <u>Repton IT.</u> Barbara McCardle she was now working with Lynne Skeith in Repton to find patients requiring help with IT. Discussion took place regarding the possibility of having an information screen at Repton Health Centre, similar to the one in the Surgery. The Chair reported he had the details of the company and would work with Barbara McCardle to move this forward. The chair has contacted the company and is awaiting a response. 	<p>Pete Horridge</p> <p>Barbara McCardle/Pete Horridge</p>

	3. <u>Non-GP Roles</u> . Members asked if a newsletter would be appropriate to market these roles. Holly Goodrich to investigate further if this would be appropriate.	Holly Goodrich
01/23/7	Surgery update <i>Report previously circulated to members and is attached in full at Appendix 2.</i> Holly Goodrich advised work was being undertaken to undertake the Mercia Marina Flu Clinics. No further general flu clinics planned as uptake in the over 65 years group is already 98%	
01/23/8	Finance/Fundraising update <i>Report previously circulated to members and is attached in full at Appendix 3.</i> This showed the closing balance at the end of last week was £4,925.89.	
01/23/9	Dates and times of future meetings Agreed meetings will remain two monthly but all be at 6pm and held in the conference room at the surgery. Groups looking at specific projects or fundraising, would meet as and when needed in between.	All to note.
01/23/10	PPG members list Completed.	
01/23/11	Any Other Business <i>Hilary Hancock arrived</i> Sara Bains asked if we could link the Willington Conservation Group in the Dumbles, to the Social Prescribers. Holly Goodrich advised that the Social Prescribers are having a page on the new website which is being developed which will allow patients to self-refer. Sara Bains was also advised to contact the Health and Welfare Coaches, as a good link too. It was additionally suggested to Sara Bains of possible links with Mercia Walks on Wednesday along the Dumbles pathway and Wild Minds at Ashby Furnace.	Sara Bains Pete Horridge

SUMMARY OF AGREEMENTS	
01/23/9	All meetings for the next year will be at 6pm.

Date and time of next meeting
Tuesday 21st March 2023 at 6pm

Agreed as a correct record: Chair..... Date:

Projects Update

1. WSPPG patient's suggestions:

A Microsoft Office form has been pinned to the Facebook group inviting patients to make suggestions for service improvement. I have emailed both suggesters, thanking them for their submission, informing them that we will be discussing their input at the next PPG meeting with the surgery.

- Suggestion 1:

"You have **removed the midwife** from Willington surgery which is terrible. She told me she has decided to remove her and now if you live in the village you need to travel 20 mins to either of the places they'll see you. It's really not good."

- Suggestion 2:

"Any chance of getting **diabetic retinopathy screening** done at the surgery. Currently there are two centres at Swadlincote (why two??) and a centre at the Derby Hospital; neither of these is on an easy bus route from Willington or surrounding villages (Repton, Eggington, Findern, Twyford, Barrow on Trent, Milton etc.) This would be a tremendous help for local diabetics. **Reinstatement of the diabetic podiatry clinics** would be another great help for local diabetics who really ought to have their feet inspected and treated at least every fourteen weeks or so! Please see what you can achieve for local diabetic's care!"

2. Here to Help(H2H)

Sheila and I met with Holly and discussed the areas where we will be assisting in reception. DBS checks have been complete for Sheila, Gillian and I. We have signed confidentiality agreement and fire safety briefing and will be starting our first introductory session shortly. We will initially be assisting patients, if required, on the use of the self-check in machine and the weight/height and BP machine. Gillian was unable to attend due to having tested +ve for Covid. Get well soon Gillian.

3. Repton patients use of IT to access health care facilities.

Jo and Wynne James met with Barbara McArdle and I at the Village Hall café and discussed what may be possible in the future regarding provision of training for locals. Barbara was going to discuss with the parish council ways of taking this forward especially regarding those locals who would benefit from such a facility.

I have had a separate brief conversation with Holly about the possibility of having one of the large displays located at Repton Village Hall, similar to the one in reception at the surgery. This will allow access to health care info, the surgery website as well as contact details and signposting. Holly will be passing me the contact details of the company that provides the facility. This approach may be a good way of bringing some facilities more accessible.

4. Fund-raising.

Sara Bains has raised a great idea regarding soliciting input from the members of WSPPG as to what fund-raising ideas and initiatives they wish to submit. This together with the list that Jo James and Sally have done work on could form the basis of our future fund-raising activities that we would potentially like to start planning for springtime start.

5. Non GP roles at the surgery.

Covid, Christmas and circumstances have prevented this project gaining more progress. The idea was to interview the people in the new roles and create a newsletter helping clarify and inform patients that they can receive help from many different members of staff not just GPs. This project is in need of some TLC.

Pete Horridge

Surgery Update 12/01/2022

1. CURRENT WORKLOAD

As I believe you will all be aware (but just in case you're not) Derby & Derbyshire NHS has been at "Critical Incident" status since 31st December 2022 and we are still getting communications informing us that this is still in place. <https://joinedupcarederbyshire.co.uk/news/derbyshire-health-and-care-critical-incident-to-continue-until-at-least-thursday/>

What does this mean for Willington Surgery patients: We are trying to sign post correctly, and the reception team are working on finding the correct solutions alongside the duty doctors each day. We have bought in approx. 100 appointments extra per week in December and January with locum GP's (some of this is funded via the Winter Pressure funding).

They have also put in place a service to help with "acute" ailments (coughs, cold, flu etc..) this is being run out of the Derby urgent care centre and allows us to triage via the doctor for appropriateness and then call through the appointment which the patients are then contacted and booked into a time slot. This has kept our heads above water with an average of 7 patients attending each day and some positive patient feedback, plus them not having to call the next day to the surgery.

Current waiting times at the hospital do not seem to be coming down so we still have the same issue as last time of patients waiting many months / years for appointments and we are having to maintain their health (not fix it).

Overall Willington are doing as well (and better in some cases) than other local surgeries. Alongside reporting to the ICB (used to be the CCG) daily we are also running a review on patients if not booked in where we do advise / book them into, this piece of work is to help with us project managing the appointment system back to the more successful service we have pre covid.

The patient survey has been sent out by NHSE – It goes to 259 patients at Willington (2.6%) and so far, 111 patients have responded (1.2%). You can see the results here <https://gp-patient.co.uk/report?w=1&practicecode=C81057> and compare with other surgeries.

Pete and Shelia have been in for "here to help" training and Sheila did her first shift today (12/01) which is really appreciated. Gillian will be joining them once she is covid free. Thank you all.

2. STAFFING

We are still recruiting for more non-clinical staff – We had someone start before Christmas, but they have not worked out, we have an apprentice starting in February (we have had good success in the past with apprentice schemes). We are still looking for more team members.

We are also bringing on an additional phlebotomist to help with the long-term conditions catch up as this is one of the bottle necks for us. This is a cost to the surgery, but we felt it's the right move for patients and the business. The appointments will still be in the morning due to the courier service.

3. WEBSITE

I got the website initial view on 6th January and have done some work on it this week; I am hoping to check all the attached forms today (possibly into early next week) and then ask for it to go live. Before promoting it on the facebook group etc... I hope Jo (who offered) would review it also as I have the ability to edit most things but also the service, we have the company will do updates. If anyone else would like to help with this please let me know.

4. FLU CLINICS

We still have flu vaccines available – I am trying to work on getting a clinic at the marina which Robert is in favour of but it's just time to get it organised.

5. BP MACHINES

All purchased (as per last report) – Thank you.

Holly Goodrich

FINANCE/FUNDRAISING REPORT

Expenditure since last Meeting:
£126.34 BP machines.

Income since last meeting:
£199.50 Book sales.

Previous Balance:
£4726.39

Closing balance:
£4925.89

Completed 16/01/23

- Paid in £199.50 cash from book sales
- Produced current statement
- Requested statement for last year
- Requested link for adding Sheila Napier
- Requested link for on line banking

Objectives before next PPG meeting:

1. Get Sheila Napier added as signatory to account.
2. Get Sheila to set up with online banking.
3. Import and update spreadsheet from Janice.
4. Sheila to produce finance report for next meeting

Pete Horridge