

# WILLINGTON SURGERY

## Patient Participation Group (PPG)

**Meeting held on Tuesday 21<sup>st</sup> November 2023 at 6pm**

**Present:**

Holly Goodrich (Practice Manager)	Pete Horridge (Chair)
Hilary Titterton	Barbara McArdle (Treasurer)
Jo James	Gillian Gahagan (Vice Chair)
Lynne Clay (Secretary)	Hilary Hancock

**Apologies:**

John Lousvet	Janice Heier
Steve Parnell	Sara Bains
Sharon Traill	

Number		Action
11/23/1	<p><b>Apologies for absence</b> Apologies received and accepted from, Sharon Traill, John Lousvet, Steve Parnell and Janice Heier.</p> <p><b>Not in attendance</b> Valerie Perry <b>Resignation</b> Sara Bains</p>	
11/23/2	<p><b>Minutes of the previous meeting</b> Accepted as a correct record.</p>	
11/23/3	<p><b>Matters arising</b></p> <p>05/23/10 Health Literacy focus closed. New document publicising the PPG planned.</p> <p>07/23/4.6 Access to health records information added to Fb page.</p> <p>07/23/08.2 A list of walking events had been passed to Steve.</p>	<p>Pete and Gillian</p> <p>Closed.</p> <p>Closed.</p>
11/23/4	<p><b>Chair/Finance updates</b> <i>Report previously circulated to members.</i></p> <p>1. <u>Digital/IT access.</u> Jo had almost completed the course of training for members of the public, the final session being on the NHS App. Holly is attending these particular sessions. Leaflets have been produced for distribution.</p> <p>2. <u>Finance.</u> Pete confirmed the last years accounts word document and spreadsheet had been passed on to Barbara as well as JH's remaining material including a petty cash container.</p> <p><b>Agreed</b> a cheque for £120 be issued to the practice for the bookshelves.</p> <p>3. <u>Referrals.</u> A new secretary of State for Health was now in post, relevant documents would be sent to her.</p> <p>The Chief Executive for Health Watch Derby had responded stating she will look into issues raised.</p>	<p>Barbara</p> <p>Pete</p> <p>Pete</p>

	4. <u>Parent/carer questionnaire</u> . Responses attached and will be placed on the notice board. Areas agreed for improvement will be dealt with by PPG consultation with surgery.	
11/23/5	<p><b>Surgery update</b>  <i>Report previously circulated to members.</i></p> <p>1. <u>Referral management</u>. Holly had undertaken a review and out of 283 appointments, 26% were for patients already referred to the hospitals including those who needed pain management or mental health support. The LMC have asked for a deeper dive and for her to report back.</p> <p>2. <u>Mental health worker</u> had now commenced and was based in Willington 2 days per week. She has 30-minute appointments to assess and treat patients over two or three appointments, patients can then be referred onward if needed.</p> <p>As with the Health &amp; Wellbeing coaches and Social Prescribers, patients are able to self-refer to the Mental Health worker.</p> <p>3. Holly confirmed that although the “Your general practice team is here to help you NHS - YouTube”, referred to paramedics, we did not have a <u>paramedic</u> attached to our surgery.</p> <p>4. Holly also confirmed patients can self-refer to the practice <u>physiotherapist</u> who will assess, give exercises and refer onwards if needed.</p>	All to note
11/23/6	<p><b>Correspondence</b></p> <p>1. A request for classical music to be played in the waiting room rather than Radio 2. H2H members had canvassed opinions from patients, and there was no support for this.</p> <p>2. There appeared to be some confusion re hearing aid batteries availability from Burton Hospital. Holly confirmed they are available.</p>	
11/23/07	<p><b>Request for funding.</b></p> <p>Holly asked the PPG to fund three extra-large Blood Pressure cuffs at £35 each. <b>Agreed.</b></p> <p>Holly advised the group that the practice was currently contacting all patients who did not have a B/P recorded on their records for over 5 years, to get these updated.</p>	Holly/Barbara
11/23/08	<p><b>Draft Terms of Reference</b></p> <p>Accepted and adopted with an amendment regarding missed meeting attendances.</p>	Pete to re-word.
11/23/09	<p><b>Any other business</b></p> <p>1. Hilary H offered her services to H2H as she had now retired from working. Gillian asked that we all encourage others to join who have a willingness to commit regularly to the group.</p> <p>2. Jo advised the group she was having a Christmas themed section of the book area, so would be looking for relevant fiction and cookery books. It was noted Barbara would empty the money box prior to each PPG meeting.</p> <p>3. A member asked how we as the PPG, could influence DNA’s. Agreed it should be on the next agenda.</p>	<p>All to note.</p> <p>Gillian to add to Fb &amp; create poster.</p> <p>Lynne</p>

Date and time of next meeting **Tuesday 16<sup>th</sup> January 2024 at 6pm**

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

**WILLINGTON SURGERY PPG**  
**Questions for parents and carers – RESULTS**

25 questionnaires returned.

Survey undertaken w/c 18<sup>th</sup> & 25<sup>th</sup> September 2023.

1. Do you know there is a **breast-feeding room** for you to use? YES **9** NO **16**

Do you feel it needs any changes/alterations?

It could have a toilet in there. **Unfortunately, the cost to instal a toilet outweighs the number of times it would be used.**

It feels a bit clinical, make it more homely and relating. **Agree, the PPG will work with the surgery to achieve this.**

2. Do you know there is a **baby changing room** for you to use? YES **22** NO **3**

Do you feel it needs changes/alterations?

Adult toilet back in there as can't get pushchair in ladies' toilet. **Please use the disabled toilet which will accommodate a pushchair.**

Could have some wall mounted sensory toys eg mirror etc. **Agree, the PPG will work with the surgery to achieve this.**

Maybe some drawing or crayons. **Unfortunately, these get lost too easily, hence we have not supplied them.**

3. Do you feel **the toy area** needs changes?

Toys for younger ages. **Open to suggestions but need to be non-noisy items.**

Maybe a few bits for older children. **Open to suggestions but need to be non-noisy.**

Good selection of books. Maybe a couple more toys as the jigsaws tend to be missing pieces. **Happy to look at books and non-noisy toys.**

4. Your comments on how the surgery systems work for you e.g. appointments, access to other professionals, etc?

I would like to be able to book not just at 8am

I don't like that we have to ring at 8am for a that day appointment as I can never get in, but I believe this is changing next year.

**If you need an appointment the same day, unfortunately you do need to ring as early as possible as there are only a limited number of appointment slots, however if your appointment can be another day, you can phone after 10am. We always prioritise children and work around school hours.**

**It's impossible to get joint appointments. If both patients need an appointment on the same day, we do try to accommodate this, but often one patient's appointment is more urgent than the other and therefore this is not possible.**

5. Any other things you would like to bring to our attention?

Possibly some distractions in the nurse's room when getting vaccines.

**Agree, the PPG will work with the surgery to achieve this.**

**Thankyou to everyone who completed a questionnaire.**