

WILLINGTON SURGERY

Patient Participation Group (PPG)

Meeting held on Tuesday 16th July 2024 at 6pm

Present:

Holly Goodrich (Practice Manager)	Jo James
Pete Horridge (Chair)	John Lousvet
Barbara McArdle (Treasurer)	Hilary Titterton
Gillian Gahagan (Vice Chair)	Hilary Hancock
John Welch	Diana Winfield
Gilly Welch	Janice Heier
Stephen Parnell	

Apologies:

Jim Evans

Minutes taken by Gillian

05/24/9.1	6pm online VCN Demo around telephone triage systems	
Feedback	All in attendance, please send questions/feedback to Pete after the meeting. These will be collated and put to the company to answer and for Holly and the doctors to use to inform their final decision.	All by 31/07/2024
Meeting started at 6.41pm		
Number		Action
07/24/1	Apologies for absence Apologies received and accepted.	
07/24/2	Minutes of the previous PPG meeting Accepted as a correct record.	
07/24/3	<p>Matters arising</p> <p>11/23/4.3 Referrals update (addressed within Chair's Report) No further progress since LMC Chief Exec resigned. Will pursue with the new MP and new Health secretary.</p> <p>11/23/4.4 Parent questionnaire / New decoration Mrs Susan Ellis, a young family parent has been approached, and has responded to say they are keen to assist. Pete will forward the feedback from the survey and related agreement with practice and seek input and assistance regarding priority of their implementation.</p> <p>07/24/6 Aid for patients preparing for appointment Shared on Facebook and noticeboard (May).</p> <p>05/24/8 Posters for catchment area Posters up and displayed in all villages linked to the practice and links made with village halls/parish councils/village emails, as appropriate. Thank you to Barbara and Stephen for their assistance with this. Willington Post Office & Pharmacy Repton Post Office & Village Hall Findern Post Office, Village Hall & Parish Noticeboards Ticknall Village Hall & Parish quarterly email magazine Hilton Pharmacy Etwall Pharmacy Barrow-on-Trent Parish Board Egginton Parish Board and email magazine</p>	<p>Ongoing Pete</p> <p>PH/Susan Ellis</p> <p>Closed</p>

	<p>Newton Solney Parish Board Milton Village Noticeboard NB. Stenson and Twyford hamlets have been explored but no public noticeboard has been located and research reveals it is not part of any parish at this time.</p> <p>05/24/9.2 Hi Vis jackets for H2H Checked current ones with Dr Farrow and realised the print is coming off. H2H members to inform Pete what sizes are needed and Dr Farrow will reprint old and print new all together.</p> <p>05/24/9 Secretary role Barbara has taken on responsibility for ensuring we have all relevant and needed documents to ensure we conform to requirements. Still on the lock out for a PPG member to take on the secretary role.</p> <p>05/24/10 Surgery plants Dead plants have been removed and alternative 'faux botanicals' priced. An informal chat on WhatsApp between committee members resulted in a decision to wait and see if a plastic alternative is needed after new decoration. Posters on PIP to encourage interaction.</p>	<p>Closed</p> <p>H2H, PH & Dr Farrow</p> <p>Ongoing</p> <p>Closed</p>
07/24/4	<p>Correspondence From Cake & Bake Stall:</p> <p>1) Hook on door - patient asked if we could have hooks on doors in all toilets in the surgery as this helps considerably those patients with catheters. All reception toilets have been checked and there are hooks (multiple in some) in all patient toilets.</p> <p>2) Lady with photos: A lady approached Pete during the B&C event with a suggestion, letter and cards for Practice. Pete to pass to Holly for input. May appear as a free initiate to improve the mood of patients BUT there is a QR code on to encourage future direct sales. Holly explained she cannot promote business through the practice but accepted the photos which may be used as decoration in the Autumn when the surgery has been freshly painted..</p> <p>3) Lady with query: A patient approached Jo and then Pete, who discussed at length her concerns. In a nutshell there was a generic question without personal details:</p> <ul style="list-style-type: none"> • What should a patient do if the advice from, say a Clinical pharmacist, is at odds with the GP advice? If this advice could be published in the minutes as a general guide, please. <p>Holly answered generally stating that the GP's advice should be followed first. If in doubt, contact the surgery to discuss further with the doctor.</p> <p>From H2H</p> <p>4) Unattended desk in reception: Several patients noting the absence of a receptionist on the desk recently and long waits for someone from the back to come through resulting in queues. Holly explained that a sign should be placed on the desk explaining staff shortage in extreme circumstances.</p>	<p>Closed</p> <p>Closed</p> <p>Closed</p> <p>Closed</p>

07/24/5	<p>Chair update <i>Report previously circulated to members.</i> Short discussion on Sheila's leaving party from H2H. Artist responsible for the fret art in the surgery is being interviewed by Waterways World news editor for an article to be published in the future.</p>	
07/24/6	<p>Surgery update <i>Report previously circulated to members.</i> Pleased to note the Willington surgery data was better than the national average in each category.</p>	
07/24/7	<p>Finance update <i>Report previously circulated to members.</i></p>	
07/24/8	<p>Cake & Bake <i>Report previously circulated to members.</i> Pete would like to place on record the PPGs thanks to Jo James and her team for the fantastic event and its beneficial impact on the PPGs funds. Pete has also written to Robert Neff at the marina thanking him for letting the event be held at the marina.</p>	
07/24/9	<p>New Initiatives</p> <p>1) Podcast combined with CHC (Community Health Champion) to be discussed with Holly when officially back off holiday. To act as role models for others who are seeking assistance from the practice.</p> <p>2) Question from John W about creating an online 'library' of information. Discussion about NHS A-Z and useful contacts, plus the pros and cons of paper leaflets/online info. Food for thought to add to the practice website.</p>	Pete & Holly & Jo
07/24/10	<p>Any other business</p> <p>1. Are we in a position where we can look at running other money raising activities like the fashion show and the raffle events? What item would the surgery like us to purchase next?</p> <p>2. PPG next of kin information sheet updated at this meeting.</p> <p>3. John W. - position of PIP machine for privacy. (Also a point raised at the machine going in Repton Village Hall). Pete to talk to Dr Farrell about how they are addressing this privacy issue.</p> <p>4. Janice - shared info from previous Fashion Show (last one 2019). £5 entry fee. Raffle tickets sold in advance with a licence.</p> <p>5. Stephen - asked advice for a friend who is starting a PPG group. Permission given to contact Pete for further information.</p>	Holly Gillian Pete Stephen
	Meeting closed at 7.24pm	

Date and time of next meeting **Tuesday 3rd September 2024 at 6pm**

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

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