

Speaker	<p style="text-align: center;"><u>WILLINGTON SURGERY, KINGFISHER LANE, WILLINGTON, DERBYSHIRE</u></p>	ACTIONS
	<p style="text-align: center;"><u>MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING SEPTEMBER 17TH 2015</u></p>	
	<p><u>PRESENT:</u> Ralph Bacon, Joan Burton, Pat Harvey, Janice Heier-Treasurer, Sally Lovatt – Acting Chair for this meeting, Colleen March – Minutes, Dr. L. O’Hara, Lorraine Slack, Chris Thorne, Ann Wood, <u>APOLOGIES:</u> Chris Bould, Margaret Hooley, Louise Scheck, Val Shelton</p>	
	<hr/> <p>Minutes of the meeting held 16.7.2015 discussed and accepted as an accurate record. Matters arising from July’s minutes:</p>	
Ralph	<p><u>Memorial Tree/Plaque for Mary Ross:</u> General discussion took place within the group regarding purchase of a tree and plaque to be placed within the surgery grounds as a memorial for Mary. Christine has obtained a price for purchase of ornamental trees, which are between £49-£69, plus stake/ties/planting compost approx. another £15.00: providing a base price of £85.00p. Plaques are available either to attach, or be floor mounted, price circa £12.99p. At July’s meeting it was agreed to provide a donation to the British Heart Foundation in memory of Mary. Ralph requested clarification as to whether the PPG group were still going to provide a donation to the BHF, or if the memorial tree/plaque had superseded the donation agreement. Ralph added that he thought monies raised by the PPG group should be used to benefit the G.P. surgery – rather than other organisations. All attendees agreed that the money should go fully towards a memorial tree/plaque, with no donation being paid to BHF.</p>	<p>If Mary’s family & premise landlord agree to memorial tree, Christine will follow up with definite tree/price/delivery options</p>
Sally	<p>Sally has spoken to Mary’s family, regarding the proposed tree planting – and they are more than happy for this idea to go ahead.</p>	
Sally	<p><u>Not enough GPs:</u> At July’s meeting Louise provided the group with an update regarding GP shortages both locally and nationally. Sally informed the meeting that she had updated the Surgery Newsletter regarding the shortages. Information relating to this topic had also been highlighted within the E-Bulletin from the National Association for Patient Participation issue no. 99 Sept 2015. Link available – see below http://www.napp.org.uk/ebulletins.html</p>	
Sally	<p><u>Easter Cake;</u> Sally has written a letter of thanks to the lady who had kindly made the cake.</p>	
Janice	<p><u>Treasurers Report:</u> £21.86p held in petty cash, £195.48p held in the current account, £2,938.04p held in reserve. Janice advised around £100.00p will be deducted for the memorial tree, along with payments for the chair based keep fit weights, and sundry items i.e. photo copy paper/ stamps etc.</p>	
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	<p><u>Purchase of Equipment for Surgery:</u> During July's meeting purchase of ear syringe equipment, cold store vaccine carry bag, and 2 blood pressure monitors had been discussed. Dr O'Hara was asked if he was aware if any decisions or equipment purchases within surgery – Dr O'Hara advised the group he had not been provided with any information to feed back to the group at this time.</p> <hr/> <p><u>Patient Participation Group (PPG) Notice Board:</u> Discussion took place in relation to presenting more information upon the PPG Board located within the surgery waiting area. Sally will provide contact details for some PPG members (with their agreement) to be shown on the Board. Colleen advised the group copies of July's PPG minutes had been pinned on the notice board.</p> <hr/> <p><u>Self-Care Week (16th-22nd November 2015):</u> National Association for Patient Participated (NAPP) has been actively involved with the Self Care Forum since its inception in 2011. This year's theme is focused on My Health, My Life - which pinpoints what needs to happen throughout life for people to feel confident in taking control of their own health, looking after themselves, making healthy lifestyle choice and knowing when they really do need to seek NHS support and help. Sally will make Self Care posters and leaflets available within surgery.</p> <hr/>	<p>Janice to liaise with Louise regarding purchase of required equipment</p> <p>Sally: to provide some contact details of PPG members. Colleen will continue to place cc of PPG minutes</p> <p>Sally to access Self Help leaflets /posters for display within surgery</p>
Sally	<p><u>Square Boards – fundraising events:</u> It is hoped that the Square Boards/Chequered Boards fundraising event will take place again within surgery this Autumn – to help raise additional funds. PGG members are asked to try and spare a few hours to 'man the boards' when the date is finalized. Ann enquired when the flu vaccination dates would be held this year – as this event usually runs alongside these busy clinic dates.</p> <hr/>	<p>Sally to check flu clinic dates</p>
Ann W	<p><u>Dementia Action Alliance: (Dementia Friendly GP Practice Pilot 2015:</u> Christine wished to feedback to the group that Willington Surgery had been asked to take part in a Dementia Friendly pilot scheme. Louise and Christine had met with Hazel Shaw – (Project Support Officer for Dementia Friendly GP Practices). Hazel ran through the brief for being a pilot site and shared the Action Plan Template which has been developed by the Alzheimer's Society. There are 2 pilot sites in each Clinical Commissioning Group area. Christine and Hazel have undertaken an Environmental Assessment, and both Louise and Dr. Farrow were interviewed re medical/assessment issues.</p> <p><u>The Action Plan Covers: ONE General</u></p> <ol style="list-style-type: none"> 1.1 Appropriate consent procedures are in place 1.2 Carers are a respected partner in the patient's journey 1.3 Post-diagnosis support is a key component of follow-up care 1.4 The views of patients and carers are valued within the practice 1.5 The GP Practice is committed to developing dementia friendly culture 1.6 Computer systems assist the monitoring of people with dementia 1.7 Staff at the practice receive appropriate dementia training 1.8 The GP Practice is part of a dementia friendly community 	<p>Sally /Christine to update group as to how the Pilot is progressing</p> <p>PAGE 2.</p>

TWO GP Specific

- 2.1 Patients are given a timely diagnosis
- 2.2 Care plans are integral to overall care of patients

THREE Physical Environment

- 3.1 Orientation, 3.2 Flooring, 3.3 Lighting, 3.4 Toilets,
- 3.5 General appearance

On completion, the Surgery will have identified a Dementia Friends Lead and Louise has someone in mind for this. The Practice will also be able to add the *Dementia Friendly GP Practice* logo to their letterheads etc. Christine and Sally have met and are keen to take forward work to update and support patients and their carers etc. with Dementia by holding another event. Sally also informed the meeting that many of the smaller shops, Co-op, Post Office and small businesses in Willington have shown a willingness to support the dementia friendly ethos. Christine is hoping to arrange a speaker from Dementia Action to visit the PPG – info on the dementia organisation can be found via link:

http://www.dementiaaction.org.uk/local_alliances/946_derbyshire_dementia_action_alliance

FUND RAISING CHEQUE FROM QUIZ: Christine had informed the Chair she had attended the cheque presentation event at the Constitutional Club just before she left the UK. The cheque is for the sum of £174.00p. Christine’s photograph was taken by the Burton Mail, along with other recipients and the PPG was named. Christine will drop the cheque off with Janice upon her return. Another quiz is pencilled in for Spring 2016. It is hoped PPG members and surgery staff are able to attend.

GP Vacancy: Dr. O’Hara asked members of the group if there were any questions they would like answering. Members of the meeting requested an update regarding current GP vacancy. Dr. O’Hara informed the meeting adverts had been placed in the British Medical Journal; he also advised the meeting that 10% of GP full time posts were currently vacant. A lively discussion took place regarding the national shortage of GPs.

Ralph asked Dr. O’Hara why he thought junior doctors were not taking up posts after 5 + years of training. Dr. O’Hara replied there were a variety of reasons, many qualified GPs chose to go abroad to work, some prefer to work as locum GPs. With older GPs retiring, and the lack of younger GPs wishing to take up posts within primary care services – these factors have all contributed to the national GP shortage. Discussion also took place relating to the new rulings this government will be imposing during August 2016 – which will affect Junior Doctors.

Commissioning of Services: Discussion also took place with Dr. O’Hara regarding the role lead commissioners of services play i.e. CCG’s, NHS England, etc. PPG members, as lay people, are in a position to help to force the equation of dysfunction. It was accepted that PPG members could challenge the commissioners of services – representing the views of patients in particular where services were not fully meeting patients’ needs, and would benefit from review / service improvements. Examples discussed were leg ulcer clinics, local access to phlebotomy clinics/ access to NHS dentistry, and procedures of limited clinical value PLCV – in particular cataract operations. The ‘choose and book’ appointment system was also

Sally

Ralph

Christine to drop off chq to Janice

Colleen – to enquire if poss to gain access to patient feedback/ concerns/ reports from CCGs Health watch NHS England etc. PAGE 3.

<p>Chris T</p> <p>Janice</p> <p>Sally</p>	<p>discussed.</p> <p>Group members discussed the possibility of hosting a joint network event with other PPG members within the local area – in order to discuss / highlight areas of concern relating to access to services / linked directly to commissioning issues.</p> <p>Colleen agreed to try and gain information relating to patient feedback data/reports from a variety of sources i.e. Clinical Commissioning Group for Southern Derbyshire, Derbyshire Healthwatch and NHS England. Hopefully feedback from these reports may provide PPG members with information relating to areas of care that are of a particular concern, which will form a basis for discussion.</p> <hr/> <p>AOB: Chris had been asked to enquire if there are any particular services available in relation to Counselling for Post Natal Depression. Dr. O’Hara advised Trent Psychological Therapy Services were contracted to provide this service. GPs can refer, but it was felt that patients could also self-refer.</p> <p>Chris also enquired if the surgery still held a Well Man and Well Women’s clinic. Dr. O’Hara replied yes, as part of the general health checks – blood pressure, height/ weight checks, etc. are undertaken which incorporate the same functions, but under a different name.</p> <p>Janice provided an update regarding her on-going problem regarding access to a hospital appointment. Having chased initial appointment – 2 electronically produced letters arrived on the same day. Subsequently the Consultant Janice was appointed to see had left, Janice was advised that another appointment would be issued within 2 weeks – that was 4 weeks ago. Janice has been in contact with Acute Hospital PALS Service regarding this situation.</p> <p><u>Purchase of weights for chair based exercises:</u> The Chair has received feedback regarding purchase of equipment via a letter received from Lisa Dengate, details of purchases will be made available at October’s meeting.</p> <p style="text-align: center;"><u>DATE OF NEXT MEETING 15TH OCTOBER 2015 7PM WILLINGTON SURGERY</u></p>	<p>Chair to feedback</p> <p>PAGE 4</p>
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