

Park Lane Surgery Patient Participation Group

Park Lane Surgery

DRAFT 2 Minutes of the 5th AGM of the Patients Participation Group (PPG)

28th January 2019 at 18:30

Present:-

Janet Dean
Lesley Hutchinson
Alan Twaite
Caroline Fairhall
Maggie Higginbotham
Anne Hallsworth
Sue Gaskin
Christine Hill
Sylvia Soar
Kathy Hall
Neil Roberts
Gillian Reading
Myra Rogers
Michael Flude

Apologies: Ged Potter, Helena Church, Gillian Reading and Vicki Price

Janet opened the meeting by stating that in the 7 years we have been meeting there have been no complaints. We are now moving in a positive, proactive and supportive way. We must remember how lucky we are to belong to such an excellent practise.

Minutes to Previous AGM

The Minutes of the 2018 AGM, were unanimously agreed to be a true reflection of the meeting

Committee Member changes

Janet Dean had taken up the vacant position of Chair from the last meeting.

Janet was voted in as Chair of the committee.

Proposed by Alan Twaite and seconded by Sylvia Soar

Caroline was willing to stand again as Secretary. Voted in.

Proposed by Janet Dean and Seconded by Christine Hill.

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'Members to act as liaison' if a complaint is made to reception at the Practice. Maggie Higginbotham and Alan Twaite put their names forward and were accepted by the group.

Group Activity Report

Membership stands at 17 with a core attendance of 10. We have members who have particular interests they would like to pursue. There is always room for others to join, specifically if they have an area of particular interest they wish to take forward.

PPG members provided the Welcome and support at the Flu clinics again this year.

Neil Roberts & Ged Potter's Self Help Diabetes group, endorsed by the Practise goes from strength to strength. Neil advised that the group had been running for 2 years and had a strong core group of 10, with a total membership of 16. He went on to give anonymous examples from group members who had been able to lose weight and either reduce their medicine and importantly, reverse their diabetes.

The group is keen to roll out to more people and would like to contact more surgeries. Malcolm Gallon the Care Coordinator who was attending our meeting advised he could assist, as did Lesley Hutchinson and Michael Flude (Take Heart Derby), as they would be able to invite him to talk at Care Coordinator, Practise Manager's meetings and Take Heart Derby. Neil was keen to attend and will send a few lines to each of them outlining his pitch and an article including the examples for the newsletter.

Action Neil Roberts

Janet reported that the "Stay Safe, Warm and Healthy in Darley Abbey in November 2018" had been a success, however it was felt that -those most isolated had again, not attended, in-spite of the offer of transport. It was suggested that perhaps they needed a personal invitation from the doctor?

Janet had been approached by an Allestree Library volunteer for the contacts to set up a similar event at the library, with Park Farm Medical Centre. (Event Tuesday 22nd January 2019). Kathy Hall, a Library volunteer reported that when Park Farm Medical was approached about having a poster to advertise the event they had refused. Janet would talk with her Library contact as the most important thing about this 'event' is that there is a backing from a Surgery and a GP in attendance.

Action Janet Dean & Malcolm Gallon

Janet has been supporting Lesley produce the new style Newsletter. The next newsletter (Winter) would include as this edition's 'Getting to know your surgery.....all about prescribing medications, time frames etc. It would also have hints and tips about keeping warm and we would be starting to push the message of 'Self Management of your health', alternative services rather than always a GP.

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The aim is to have four editions of the newsletter a year. Once dates are set for the PPG meetings for the coming year they would be included and content of newsletter influenced by the appropriate PPG meeting.

PPG notice board – Janet would like to “jazz” it up and make it more easily readable from the seating area. A plea for more books, across age groups to sell, and some more recent magazines, including some comics for children to replace some of the older rather dog eared copies. Offer of range of books for sale from Derby Lions.

Kathy Hall requested a cycle rack be erected outside the Practise. Lesley said the problem had been getting someone to fix them. She will call them tomorrow.

Action Lesley Hutchinson

Melanoma Awareness with Dr Parkes.

Lesley said Dr Parkes has yet to commit to a date, Janet will ask Dr Parkes.

Male Health

Drs Parkes and Nicholls are considering exactly how they might address men's health, together with a RDH Urologist, so as not to scare people. The PPG offers its support, such as PPG members could welcome and greet people if an ‘event’, talk.

Janet thanked Alan Twaite for his considerable work as Chairman, and Lesley for her continuing support and Caroline for her secretarial duties.

Malcolm Gallon – Care Co-ordinator

We were very pleased to have Malcolm talk at our meeting to give us an insight into his day-to-day work, which proved to be very interesting and informative. Several of the points Malcolm made will be included in the next newsletter.

Objectives for coming year Janet reported that at every PPG meeting Lesley gave an excellent update from the practise, however we would still like to have direct Doctor input. Lesley advised that the GP's will take it in turn to attend our meeting and talk about specific items. We will put a slot in the agenda at 7:30 for them. She also said that when she meets with the Doctors, because of time pressures there were no opportunities for her to raise PPG matters. This makes this opportunity to talk with a Doctor at the PPG meetings even more important.

Lesley said she has wanted to change one of the friends and family questions: to change “if you could change one thing what would it be”. Lesley also suggested that in future she would put the responses of the friends and family survey into a spreadsheet and forward to all members of the PPG so that they could be discussed at our meetings. Janet offered to analyse the responses into a form for us to discuss, discover themes, threads that are emerging, which might be addressed in the newsletter. E.g. Say there were complaints

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about it taking four days for a prescription to be prepared.

Action Lesley Hutchinson & Janet Dean

Test results were also an item for discussion and that patients expected to be rung and advised, when in fact if they had requested the test, they should take ownership and call themselves. Another item for the newsletter

Any Other Business

Update from Lesley Hutchinson of the Practice.

Lesley advised that one member of the reception staff had left, with two others started (from Appletree). Also, Robert would be joining us on Admin and helping Lesley on the IT side. Sure that Robert's experience of being a Practise Manager, knowing the IT system will be invaluable to the practice.

Lesley advised she had received one complaint, which had unfortunately been escalated to the Ombudsmen by the complainant, regarding her response regarding the request for ID for on-line registration.

Also there had been a complaint about one of the doctors regarding them requesting a medication review.

There was a full discussion of these issues and full support is given to Lesley and the practice viewpoint.

The AGM closed at 8.15pm

Date of next meeting

Caroline and Janet will select some dates for the next four meeting to be held throughout the year and a meeting planner (doodle) will be sent to everyone.

We would be most grateful if you would please complete as soon as possible.

Action Janet Dean and Caroline Fairhall

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