

Park Lane Surgery

Minutes of the PPG (PPG)

23rd July 2018

Present:-

Lesley Hutchinson

Alan Twaite

Caroline Fairhall

Anne Hallsworth

Sue Gaskin

Ged Potter

Sylvia Soar

Janet Dean

Darren Smith

Vicki Price

Helena Church

Apologies: Christine Hill, Vic Bodsworth, Bill Wilson, Maggie Higginbotham, Neil Roberts, Gillian Reading

1 – The minutes of the previous meeting held 14th May 2018 were agreed to be a true reflection of the meeting.

2 – Update from Lesley Hutchinson.

The decorations of the Practice are now nearly complete.

Money from the sale of the books will fund a hand-rail on the path leading up to the entrance.

The hand sanitiser unit and gel has been purchased and Lesley is now waiting for the bracket to attach to the wall which should arrive in the next few days.

Flu clinic dates have not yet been finalised, but probably beginning of October for the first one.

The Hub will come into operation on the Tuesday after Bank Holiday the 28th August.

The nearest Hub for Park Lane patients to attend will be Park Farm. The participating locations are: Chaddesden, Pear Tree, Derwent Valley (near the Cricket Ground) Park Farm or Spondon. Not all are going to be available Monday to Friday 6pm to 8pm and Saturday and Sunday.

Allestree Patient Participation Group

Lesley explained that the Hub will not be handling mental health issues.

The Hub will be useful for people who need dressings changed. There will also be clinics for taking bloods and smear tests for example as well as the normal doctor appointment.

To begin with the appointments will be on a first come first served basis, booked by the receptionists at Park Lane for Park Lane patients. They will offer Hub appointments if they are unable to book one with a Park Lane doctor at a time convenient to the patient within the working day. A reason must be given for the appointment.

Training for receptionists at Park Lane will be given before they are able to use this facility.

Appointments in the Hub will be for 15 minutes and will cover referral for Xray or other hospital department if required and give time for the paperwork to be completed.

In the future the appointments will be on a pro rata basis dependent on our patient numbers.

Lesley explained that Park Lane was not able to become a Hub as one of the conditions was that 2 clinical rooms were to be made available Monday to Friday and she could not guarantee the availability.

The question was raised would the Hub alienate the Walk-in Centres. Lesley advised that the Walk-in Centres were to support GP's and she couldn't see a conflict of interest.

The Hubs will be receiving money for the appointments and the surplus will be invested to create further services for the patient population; ie setting up home visiting services.

The question was raised, who would be able to gain access to this service. Lesley was not sure and said she would bring it up at the next Ops meeting she attended.

Alan Twaite asked if there was any opportunity for PPG participation in the Ops meeting for the Hubs as he felt we could make a serious contribution. **Action: Lesley will ask at the next Ops meeting which is on the 14th August.**

The Hubs will be requesting feedback from the patients.

Primary Care will be analysing the data from the Hub regarding patient numbers from each practice and which Hub they attend.

Communication of all the information regarding the Hub will be done by various means. Mentioned tonight were SMS messaging, leaflets on the counter, a newsletter, the TV screen on the wall in the waiting room and maybe posters in the local Pharmacies.

Janet Dean offered to assist Lesley with the Newsletter. Writing to the patients from a patient perspective. Advising about various issues from the Hub to Holiday vaccinations.

Action Janet Dean to contact Lesley to arrange a meeting

Allestree Patient Participation Group

Lesley has not yet had a meeting with the doctors to ask for their suggestions as to how we, as a PPG group could actively help them - as minuted 14th May 2018. **Action Lesley at next Doctors meeting**

3 – Objectives for coming year.

This item was discussed in Lesley's update concerning the various ways we are going to communicate to the patient population.

We will wait until the Hub is up and running before approaching Park Farm PPG it was decided.

4 – AOB

Janet Dean requested coat and handbag hooks to be placed in the toilet. Lesley will look into this.

Ged Potter advised the Diabetes self-help group are continuing with a core membership of 12 to 15; however other people have attended for a couple of meetings and then decided to continue without the group support. Members are continuing to reduce medication and weight.

The meeting closed at 8:20

Caroline will send out a meeting request for September, (so that we can organise ourselves for the flu clinics and receive feedback from Lesley how well the Hub is operating.)