

**Minutes of Patient Participation Group**

**Held on Wednesday 24 April 2012**

**at 6pm**

**In**

**The Conference Room**

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**Present**

Dr Fordham (Chair)  
Jo Hunter (Minutes)  
11 patients attended

Julie Rutter (Practice Manager)

**Representatives from the Village Friends Group**

Susan Waitt  
Enid Morris

Betty Harrison

**Apologies**

8 patients sent their apologies.

**Minutes of the Previous Meeting**

Agreed as a true record.

**Matters Arising**

Julie Rutter reported that our 2 trainees had now moved on, Dr Young to the Emergency Medicine Unit at Chesterfield Royal Hospital, and Dr Al-Sahab to Accident and Emergency at Bassetlaw Hospital.

The online appointment system is still being looked into.

The update of reception was still at the planning stage, the group was encouraged to offer their views on how Reception could be improved.

Boxes of toys are now available in each Consulting Room.

**Presentation by Julie Rutter, CCG's – What are they**

A slide show was presented by Julie Rutter.

Questions were raised following the presentation including:-

- 1 Mrs H asked if the Practice was looking to remain independent as concern

had been raised with the recent amalgamation of Staveley Practices into the Holywell Group, Dr Fordham informed the meeting that the practice does intend to remain independent.

- 2 Discussion on where the PPG at Brimington fits in the Chesterfield Commissioning Group, Julie Rutter informed the meeting that PPG's and local patient groups all feed into the patient reference group which in turn feeds into the clinical reference group.
- 3 Mrs B asked how patient representatives were chosen to attend the reference group, Julie Rutter informed the meeting this was at present through LINK but will probably be elected in future with candidates feeding in from local patient groups.

### Brimington Village Friends

Mrs Susan Waitt, Mrs Enid Morris and Mrs Betty Harrison attended the meeting to introduce the Brimington Village Friends Group. The group was set up 2 and a half years ago with help from Fran Mossman using money bequeathed for the purpose by a deceased patient's family.

Congratulations were expressed by Julie Rutter to the group which had successfully won £3,500 in a NHS funded competition. The Village Friends received 41% of the public vote in the competition held by the Derbyshire Times. The group which also attracts members from outside Brimington is planning to use the money to pay for speakers and provide funding towards transport for day trips in the future.

The group is hoping to expand with membership currently standing at 12. The self funded group meets on a Wednesday morning at the Manor Rest Centre on Brimington Common.

Dr Fordham suggested that the Practice could perhaps do more to advertise local groups within the surgery; a request was made that posters be provided for display in the waiting room. Discussion also led to perhaps an area of the new waiting room being assigned to local groups for advertising purposes. Suggestion made that local groups contact the forums to see if posters can be displayed on the news boards situated around the local area.

**Action : Request that advertising be provided for display in surgery.**

### Update, news

All appears to be running smoothly in the practice.

### Any Other Business

Question asked whether the survey results especially relating to reception issues were being addressed. Concern was raised as to patient being asked why they needed to be seen by a GP. Julie Rutter reported ongoing training was continuing and reported that the reception team needed to ask for reasons:-

1. Nurse appointments – to ensure correct time allotted to appointments
2. Home visit requests - for guidance to the GP visiting
3. Request for telephone advice – again for guidance for the GP telephoning.

Julie noted that no other questions should be asked other than if the appointment was urgent for that day or could wait for a routine appointment. Dr Fordham suggested that a newsletter item be prepared explaining appointment types and why questions might be asked when calling in.

**Action: Julie Rutter to prepare newsletter item.**

Comments were voiced as to the general excellent atmosphere within the practice and the reception team on their skill, compassion and the willingness to go the “extra mile” to help patients.

A question was asked relating to future appointments. If a GP requested a future appointment to be booked at reception because of time scales for example with new medications, and this proved impossible to arrange, whether the GP was made aware. Julie Rutter informed the meeting that the receptionist would check at the next convenient time with the GP whether the appointment could be deferred or the patient needed to be offered a more urgent slot in order to be seen. The receptionist would then contact the patient and book an appointment.

Dr Fordham closed the meeting and thanked everybody for attending.

Date of Next Meeting : Wednesday 18 July 2012 at 6pm