

**Minutes of Patient Participation Group**  
**Held on Monday, 14<sup>th</sup> May, 2018**  
**In The Training Room**

These minutes are NOT for circulation outside of the PPG until they are ratified by the group at the next meeting (August 20<sup>th</sup> 2018)

Attending

JB (minutes)    CB    PS    HB    JB    ML    GM    LL    PE & JW (Practice Managers)

1    Apologies:    GH; PW; MH and Dr. Von Schreiber

2    The Minutes of the previous meeting were issued.

3    Matters arising from last meeting:

4    Terms of Reference and Structure

- An in-depth discussion took place with those attending giving their personal opinions about this subject. The members of the group felt that the PPG's purpose was to monitor the working of the practice and not everyone had the time to get involved with the working. It was commented that the PPG meetings previously invited speakers but this had not happened recently so the group were asked to think about areas they might find useful, thereby, making it that the PPG group gets more involved.
- **A valuable support to the surgery would be a targeted patient survey** and it was suggested that a member of the PPG sit in the Reception area to talk to patients. A questionnaire to be created.
- It had been stated previously by the Practice Manager, Paula Elliott, that it is generally a requirement of setting up a PPG that a patient should be Chairman of the group. A lengthy discussion took place generally stating disagreement with this idea and the Practice Manager was questioned asking if the previous practice she worked at, that had such a Chairman, had been successful. Unfortunately that Chairman had resigned through lack of support from the group.

5    PPG Awareness Week 4<sup>th</sup> – 9<sup>th</sup> June

- Volunteers were requested to help with making patients aware of the group.
- It had been tried to get the younger generation involved without success.
- Local Playgroups were to be contacted inviting them to get involved.
- It was suggested that the PPG group provide a yearly report on their achievements – **as this would help the Surgery with their CQC status.**

6    Parking

- After sending correspondence requesting an 'On Call' parking space for a doctor GM's letter eventually reached Mr. Andy Bond, the person connected with parking in the area. A meeting was arranged to take place on 30<sup>th</sup> May, between GM, JW and Mr. Bond.
- Two spaces had been requested but refused and it is acknowledged that there is a car parking problem in Brimington, especially, when having our meetings with the time limit being two hours.

7    Did Not Attend Policy

- A proposal was submitted; the intentions were read by Paula followed by a discussion.
- Sample letters to be sent to 'Did not Attend' patients were issued.
- The Group agreed that the policy would be implemented

8.    Newsletter

- A sample Newsletter was provided.
- It was proposed that the PPG create the next one.

9    Surgery Update

- Receptionist Hilary is retiring.
- There are two new Receptionists (Claire and Laura).
- Sammy from Reception moving to Administration.
- Chelsea has been promoted to Assistant Practice Manager.
- The nursing staff is down one.

- The surgery now has a Nurse Practitioner to work four full days including working with the GP on call. This new member of staff was positively accepted by the members present.
- The Reception Staff have been trained to ask relevant questions when a patient phones so they can be directed to the correct medical person.
- GM suggested that Receptionist takes the call from a patient then if needed gets the Nurse Practitioner to call the patient back.
- A message to be put on the surgery answering system from a male GP saying that the Receptionists will ask relevant questions to be able to direct the patient to the correct medical person.
- From October the practice will be running the new pilot service offering appointments between 6pm and 8pm Monday to Friday plus four hours on a Saturday and 3 hours on a Sunday. It will cover 40% of the Chesterfield Population (and will be the East Hub) and patients from Whittington Moor; Calow and Brimington plus Royal Primary Care will have access to appointments
- Medical staff required to cover the extra hours is to be investigated. i.e. Nurse Practitioner; Locum Doctors etc.
- The Out of Hours service will still be available to patients.

10 Any Other Business

The next meeting is Monday 20<sup>th</sup> August at 2pm Brimington Surgery.