

PPG Minutes for Meeting 5.7.23

19.00 – 20.30 hrs

1. Attendees:

Victoria Hetherington	VH	ACP and Partner
Stephanie Hemsley	SH	Administration Lead
John Tresadern	JT	Chair
Jenny Powell	JP	Deputy Chair
Lottie Barnes	LB	Apprentice
Will Astill	WA	
Hilary Essen	HE	
Peter Hartill	PH	

2. Apologies: Sarah Robb, Sue Burfoot, Bob Faithorn

3. Approval of minutes for meeting 15.3.23

Due to unforeseen circumstances approval of the minutes had to be deferred until the next meeting.

4. Matters arising from Action Points:

4.1 Window notices **JP** reported that all were now complete and she was thanked for her work and the excellent results.

4.2 Progress on reaching the wider public body **WA** reported that he and **LB** would be working on **to do this when** developing a system to do this when **LB** was free and would report back at our next meeting.

4.3 Cost of messaging the wider public body **PH** reported on his contact with Karen Lloyd (ICB) concerning using text to reach the wider patient body. The ICB would not cover such costs. Following a discussion about the virtues of using text messaging for reaching patients it was decided that texting was not the preferred mode and that choices should be left to **WA** and **LB**.

4.4 Young Carers **JT** reported that Helen Yates (Derbyshire Carers) had been invited to go to Highfields and as a result will make more contact in the new

school year. We may or may not be directly involved in this but jt will try to explore the possibility of of direct identified doctor/identified teacher linkage.

5. Practice report and other Matters:

5.1 Practice Report: SH submitted a report stating that:

- Sarah Peet is dropping hours from her admin/secretarial role to expand her role as Care Coordinator. Stephanie Helmsley is picking up the extra time.
- 'Call Back' was 31.07 of all calls from 4 June to 3 July
- AdeleHall HCA had a baby boy 15 May – Congratulations to Mum and Son.
- Dr Tweedy resumes work on 14 August
- Advertising is out for a new apprentice, for an internal job replacement and for a new cleaner.
- The ramp is awaiting a building date
- Dr Georgia Lavender has finished her rotation as Registrar, we wish her well. From August we will have two Registrars, Dr Alaa Kahoooh for one year and Dr Sheraj Fernandez for three months. We welcome them warmly.
- Some staff have been on courses, two for First Aid and others to be Fire Marshalls. We have an up dated Fire Plan
- Emily has a new title as Operations Manager which better reflects her duties overseeing a lot of PCN work, 8-8 management and clinical rota's.

5.1.2 Improved physio services – JT asked if there have been changes in how/where physiotherapy appointments can be obtained, especially getting an appointment via the Surgery instead of having to go to MSK Derbyshire.

VH confirmed that this change had taken place and now there are **three** ways to get an appointment- via the Surgery, via MSK Derbyshire and by using 'Zoom Physio'. PH said his wife was gratified to find she could get an appointment at the surgery within two days and congratulated the Practice.

VH said the funding came from the PCN which takes money from the practices and gets NHS funding for extra services. Sara Peet's extra time to be Care Coordinator is funded this way.

5.1.3 Social Care Pressures – PH commented that CRH discharged patients as soon as they are ready which is good but VH replied that they are bad at communicating with surgeries. Issues such as there being no notes on patients being available and no information on where patients were being sent so that ambulances had had to be tracked: all leading to the Practice being shouted at. PH suggested that Karen Lloyd (ICB Engagement) should be invited to meet us over this issue . **[ACTION JT]**

6. Practice and PPG Performance JT referred to two surveys, one from Healthwatch and one from the PPG Network.

6.1 Healthwatch GP Access Survey – for LGMC the only negative comments came over waiting time when making appointments. Anything over 10 minutes was seen as ‘bad’. As the survey was conducted before the installation of the call back system, however it seems likely the problem has been mitigated

6.2 PPG Network Survey – Again overall we scored well. We have a very good relationship with the Practice, Staff attend our meetings and they are very open with us. The issues we face are shared by many if not virtually all other PPG’s viz:

- Recruitment
- Engaging the Practice patients
- Promoting the PPG

However we are less successful in our ‘active working relationship’ with the Practice. For example:

- Using the PPG to sound out opinions
- Using the PPG for help at vaccination sessions
- Gathering data and running surveys
- Setting up recruitment drives

7. PPG Initiatives

7.1 Let’s Chat- The project was delivered in school by our school students who have now left school to pick up the next phase of their lives, Libby Ball to Diamond Court Dental Practice in Bakewell to be a dental nurse and Jessica (Jess) Lindridge to Bristol Medical School to study to become a doctor.

7.2 PPG and DVA Mental Health – JT – reported that he understood that the said we did have access to this service but no name was given. More details needed. **[ACTION VH & JT]**

8. Dedicated parking place: JT reported he had spoken to Mark Sloan DCC. Mr Sloan was unwilling to proceed with the provision of a dedicated parking place, citing current parking provision and disabled driver provision was

adequate. The PPG disagreed and said it was definitely a valid need. Mr Sloan is to be approached again **[ACTION JT]**

9. Blind people at risk: JT reported a newspaper article that said blind people had suffered many problems due to poor sight issues and are running a campaign to alert others to the range of facilities the RNIB have to offer help. We will review what is available to see if the Practice can add to its current provision. **[ACTION JT]**

10. Coffee morning: Item postponed until next meeting.

11. Menopause: Postponed until next meeting.

AOB:

- **PH** reported an issue of an email prescription request for his wife from his own email address which was assumed to be from him. He said he felt this resulted in violating the SOP for identifying patients and in an unnecessary phone call, email and interaction with a GP which all add up. **VH** said some delays are due to the need for clinical review and safety check.
- **PH** suggested that the 'machine in the corner' which measures various bodily states and it was well used. **PH** suggested it should be more widely publicized to raise its profile. **[ACTION SH/SR]**

DATES OF NEXT MEETINGS (All Wednesdays)

6 September

13 December

20 March

26 June