

PPG Minutes for Meeting 2.10.24

19.00 – 20.30 hrs

1. Attendees and Apologies:

John Tresadern	JT	Chair
Jenny Powell	JP	Deputy Chair
Sarah Robb	SR	Practice Manager
Charlotte Barnes	CB	Practice Staff
Sue Burfoot	SB	Member
Roger Price	RP	Member
Janet King	JK	Member
Sue Lane	SL	Member
Jenny Newton	JN	Member

Apologies: Cate Hopkinson, Will Astill, Peter Hartill, V Hetherington

2. Approval of Minutes for Meeting 26.6.24

The Minutes were corrected to say that Jenny Newton was present at the meeting. The Minutes were approved by **SR** and seconded by **JN**.

3. Matters Arising:

3.1 PPG/Patient Communication System: **CB** and **JT** described how the lines of communication run. **CB** is the focus point for all communications sent from and received in the system. She will do this via two lines, one via the Facebook channel and a parallel email channel lmcppg@googlegroups.com. **JT** will still link to **CB** and attending members directly via lmc2@googlegroups.com.

3.1.1 Linking to good practice - see item 7.

3.1.2 Farming Community Report- see item 4

3.1.3 Service failure: JT read a previously circulated submission from Peter Hartill setting out a mis-match between Zoom physio support and patients in which exercises aimed at a patient with leg problems were received as exercises for migraine. **SR** explained that the issue had been taken up by the Practice and fed back to the organization running the Zoom program.

.4. Practice Report – (Circulated prior to the meeting) Points raised:

4.1 The PPG congratulated the Practice on the praise given by the CQC inspector.

4.2 In response to **SR's** description of the work entailed in organizing The vaccination programme, **JK** asked about home visits. **SR** explained that these were available for patients who are 100% homebound and to patients in care homes. She further described the complex planning that has to take place for these visits and the whole programme.

4.3 Issues in the report caused by 'secondary and tertiary' agencies were exemplified by the problem of 'no show' and 'no apology' participants at meetings especially in the tertiary sector – wasting the time of our Practice. Working contact with schools has also presented difficulties YET the CQC inspector was promoting such linkage, praising the support the Practice gives to Children and Young People (C/YP) eg with SEND (Special Educational Needs and Disabilities.) PPG to follow up on these issues.

4.4 Can we identify any ways the PPG could give staff support? Follow up on these issues..

4.5 The PPG has a long association with attempts to strengthen links between the Practice and tertiary sector bodies such as Samaritans, Derbyshire Young Carers, Thrift and the Farming Community Project. Can we enrich such association act as a 'planned' support to the Practice. To be followed up.

5, PCN Report:

5.1 JT Noted that the additional staffing is very good news. Also the raising of pharmacy support to the Practice prompted the idea of asking the pharmacy on Bank Rd if they would care to be on the PPG. This was agreed. **JT** to follow up.

6. Switchboard, Appointments, Hospital Discharge:

6.1 SR reported there were no problems and the new telephone system is very helpful (to which all agreed and SL cited the positive experience of her Grandson). She added that the system now affords back up if there are problems. The only 'down side' was that the Practice doing it's usual working in advance of new developments had to pay for the system where as now the NHS pays.

7. Practice web page:

7.1 PH (in communication) and JT raised the observation that both the Practice web page and the PPG section had seemingly 'grown like Topsy' and they considered them to be in need of review. SR explained that the web site is a 'bought in entity'. However it was agreed that a small working party should look into the situation and report back.

8. Non arrivals for appointments (NA's).

SR reported that DNA's were indeed followed up. 3 non shows in three months initiates a warning letter and any continuation will see the patient de-listed.

9. JT request for help with 'Chairing' duties as he is not getting any younger- despite efforts.

Date of next meeting 11.12.24

