

THE OVERDALE MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP (PPG)

Thursday 4th July Breaston Surgery at noon

Patient Representatives: Josta Gardner (Chairman), Enid Ruff (Secretary), Margaret Gregory (Treasurer), Ruth and Keith Wallace, Martin Fox, Sarah Richards, Sheila Owens and Mike Kerins

Practice Representatives: Fiona Bolstridge (Practice Manager and Vice Chairman), Dr Farah Ghafoor, Jane Venus (receptionist with a special interest in carers), Nurse Vicky Chiarella

Apologies: Steve Fraser-Burton

Ann Hope did not attend. Fiona will write and ask her if she wishes to continue being a member of the group.

Approval of minutes (March meeting).

Proposed by Enid seconded by Sheila

1. Matters arising (from the minutes).

Josta thanked Margaret for sending the treasurer's report on her return from holiday.

Josta noted that the information for last year's flu clinics has now been removed from the prescription counter foils.

FB has asked KC to update the friends and family noticeboards.

2. Treasurer's Report.

Margaret presented her report.

Balance May 2019	£ 994.64
Book money	£ 79.00
Total	£ 1,073.64

The balance of over £1000 means that we can plan expenditure up £800.00

3. Correspondence

Enid continues to forward the NAPP bulletins.

Josta and Enid attended a meeting on 2nd July and met Sharon Mellors the engagement officer from Healthwatch. Fiona confirmed that Healthwatch appears to be more 'on the ball'. Sharon emailed J. and E. straight after the meeting and asked if she could come and talk to our PPG about Healthwatch Derbyshire and ask for our views. Enid shared the email and our committee was keen for Sharon to attend. Josta will email her with our next two meeting dates. It was agreed that we would invite her to stay for our meeting and that we would remove some of our standing items from the agenda in order to facilitate a shorter meeting.

4. Use of St Mary's Church Hall for community projects

It was agreed to hold this event after our first drop in flu clinic. Therefore it was decided to hold it on the 17th September from 1pm-4pm. Fiona will be able to access the hall from 12 noon to set up. She will invite local support groups and will create a flyer for Margaret to publicise the event. There will be a PPG stall and Margaret will organise refreshments.

5. Primary care networks

Josta and Enid reported on the meeting they attended "Keeping Erewash Healthy". At this meeting it was mentioned that the "Place" initiative is now being referred to as "Place Alliance".

Kevin from the Canaan Trust was there and Josta said that he was an excellent speaker.

There was also a talk about the Homeless Reduction Act 2017 which makes local authorities responsible for assisting homeless people in their area.

We also learnt about the Building Better Opportunities project (BBO) to encourage people into work.

Karen Ritchie was also present from Joined Up Derbyshire.

Enid and Josta found it an incredibly enlightening event and will forward information about the September and November meetings

when it is available. Fiona felt this network would be a useful introduction for our prospective social prescriber.

Our practice is in a Primary Care Network (PCN) with The Park Medical Practice and Oakwood Surgery. Through this scheme extended hours GP and nurse appointments will be available to our patients on Saturday mornings at their Borrowash site. Currently these cannot be booked online but Fiona will look into this.

Our Practice has advertised for a social prescriber and a practice pharmacist. Interviews are taking place in the next two weeks.

6. Joint PPG event

The Park Medical Practice's PPG is keen to hold a patient event in the Spring (similar to what we are doing in Draycott). Our members are happy to support this and would be happy to meet with the Park's PPG to exchange ideas. Fiona will discuss this with their practice manager.

7. Spending Plans

Fiona has not yet purchased a bariatric couch but the committee confirmed its resolution to fund half the cost. Mike asked Fiona to send him the specifications as he may be able to source a couch more cheaply from his company.

8. Place Update

See Primary Care Networks - Agenda item 5.

9. Buildings

Fiona mentioned that the parking is more difficult at the Borrowash surgery because the Stoneleigh House car park has now been fenced off. Fiona is encouraging practice staff to park a little further away to make it easier for patients to park.

Josta mentioned the loss of a disabled parking spot at the front of the Borrowash building and registered her concern at the difficulty in accessing the one remaining spot.

10. Staffing

Dr Rebecca Steed has left the practice and returned to her previous surgery.

11. Patient feedback and areas for change

For the friends and family feedback in May and June 100% of patients, who responded to the survey, said that they would be extremely likely to recommend us to their friends and family.

Sheila mentioned that a patient had raised the difficulty of accessing physio after a stroke. Generally the practice does not organise this as stroke patients should still be under the hospital, but this will be discussed at a practice meeting.

12. Phone Contract

This is now live and the feedback has been excellent. Fiona was extremely satisfied with the installation. The group felt that it was really good to have Dr Simon Gregory on the answerphone message as it showed that it was a partner decision that the receptionists may have to ask questions about the reason for an appointment. This was a suggestion from a couple of members of staff and Fiona will feed this back to them.

13. Flu clinics

These will be held on the 14th and 28th September. Ruth, Keith, Margaret, Martin and Sarah are all able to "do" the first drop in clinic on Saturday 14th Sept. Josta and Enid will hopefully be able to assist at the second session on 28th September when they return from holiday.

14. New PPG noticeboard and bookcase at Borrowash

Josta thanked Fiona for the new book shelves and notice board. Book sales have now resumed at Borrowash.

15. New website

Everyone agreed that this looks much fresher and is much more mobile friendly, but there are still areas to be updated. Fiona will go through this with Kelly and work out the pages to be amended. Mike mentioned the complaints form as one example.

A.O.B.

Breaston in Bloom

Martin asked if the surgery could plant flowers in the beds by the Breaston car park before 11th July! The problem is that the area is very close to the parking spots and just gets run over. It was agreed that something could be done, for example, the triangular spots could be infilled with gravel to match and continue the seat, flower pots and gravel already in place at the entrance of the industrial estate, but that this cannot be done by next Tuesday in time for judging.

Martin also mentioned a news feature that he saw on Wednesday night about £69million that the Derby Hospital Trust have "lost" due to a technical error.

Mike mentioned a problem he faced with accessing Systmonline. Fiona felt that if an account was locked out it did appear as if it had been removed from a patient's records, but that he shouldn't need to fill the form out again. Although Mike said this was not an issue Fiona will feed this back to reception so that they are aware for the future.

The meeting closed at 1.30.

Date of next meeting

Thursday August 22nd at noon at the Breaston surgery.