

# WILSON STREET SURGERY

## Patient Participation Group Meeting

### Minutes

**Wednesday 20 November 2013**  
**6.30pm. Wilson Street Reception**

**Present:** RH, PPG interim Chair, AH, SB, HC, KH, JH, Sue Altoft, Practice Manager,  
**Minutes:** Sue Altoft

Sue welcomed the group and a new member JH.

#### **1) Review of the Minutes of the last Meeting on 25/9/13**

##### Newsletter:

A big thank you to SB who produced the Winter 2013 (and the first) PPG Newsletter. Thank you also to those who provided SB with support in providing articles for the newsletter. The Newsletter went out ahead of schedule (at the end of October) and is being enjoyed by all those that take a copy of read one whilst in Surgery. The Newsletter has also gone on the practice website.

It was agreed that the PPG would produce a quarterly newsletter. Any ideas for inclusion to SB please.

##### Patient Survey 2013/14 & Noticeboards

Sue A is currently writing to local commercial properties about the possibility of utilising their car park spaces for our staff to free up more spaces in the surgery car park for patients.

Dr Bayley has set up a Facebook site which is now live and up & running.

The issue of lateness/non attendance for appointments, blood clinics and PPG promotion have all been addressed by including information on the PPG noticeboard in the waiting rooms and Wilson Street and Taddington Road. A big thank you to AH & SB for all their hard work on preparing the posters and displaying on the noticeboards.

##### Flu Clinics 2013

PPG members AH, KH & AR all volunteered to help us with this year's drop in Flu Clinics.

Thank you for giving up your time to help us. The clinics were very busy and in all we vaccinated more than 500 patients. A representative from the Derbyshire Carers also attended and was on hand to chat to patients about Carers, the role they play and support that is available to them. Thank you to Megan for attending.

PPG members that helped out thought it very worthwhile and felt that patients appreciated having them there to chat to. Indeed we were able to recruit 3 new members to the PPG from the Flu Clinics.

We hope to repeat the success of this year during next year's Flu Clinics, to be held in October 2014.

### Photo Competition

The canvases of the 5 winning entries have now been produced and Sue A was able to show these to the PPG. These will be placed in the corridor at Wilson Street for patients and staff to enjoy. The PPG would like something similar at Taddington Road Surgery.

### **2) Carers Federation (KH)**

During her discussions with Megan from the Derbyshire Carers, KH advised that Megan had kindly offered to come and talk to the PPG about the work of the Carers Federation and how they can support Carers. KH asked if the PPG would be interested in her attending one of our meetings. The PPG agreed that it would be very useful to invite Megan to speak for 15-20 mins at the next meeting with a view to then inviting other patients/Carers to a Carers Event led by Megan.

**ACTION:** KH to invite Megan to the next PPG Meeting.

**ACTION:** Sue A to contact Megan & ask for electronic copy of the Derby Carers Centre Flyer to place on the practice website.

### **3) Training Practice – good news! (Sue A)**

Sue advised the Group that the practice had recently received a letter from the East Midlands Education & Training Board congratulating the practice for being the highest rated training practice in the East Midlands. This was as a result of surveys and feedback collected from all trainee GPs during the last year.

The PPG congratulated Dr Little & Dr Fletcher and the rest of the practice team on their success and would like to include this on the Noticeboard for all to see but also to thank patients for their involvement and support in the training of students and GP Registrars.

**ACTION:** Sue A to pass Congratulations back to the GPs & staff.

**ACTION:** AH & SB to arrange notice for the noticeboards.

**ACTION:** SB to include in the next newsletter.

### **4) PPG Engagement Event (Sue A)**

Sue A has recently attended a Derby City Practice Manager's meeting for all the practices in the Derby Advanced Commissioning Group (DAC). PPGs were discussed and Practice Managers together with the lead Commissioning Manager wondered whether PPGs in DAC may like a joint PPG Engagement Event to enable them to network with other PPG members in the locality.

The members thought this would be a very useful opportunity to mix with other members and share thoughts & ideas.

**ACTION:** Sue to advise Uzma Rani at the CCG.

### **5) Development in Diabetes (RH)**

RH recently attended a Diabetes Conversation Café event in Mickleover which was organised by the Southern Derbyshire CCG (SDCCG). The purpose was to chat to the public about how best to deliver Diabetes services in South Derbyshire in the future. Opinions were sought and have been pulled together in a document prepared by the SDCCG which is attached to these Minutes. The document is called "Shaping Diabetes Services in Southern Derbyshire".

**ACTION:** Sue include the Diabetes document with the Minutes.

## **6) Any Other Business**

### Noticeboards (KH).

KH asked the group how often they thought the noticeboards should be changed. It was agreed on Quarterly but some information may be left on & other information rotated/updated in line with the Newsletter.

It was also agreed that future information on the PPG noticeboards would all be laminated and velcro'd in the same way as all the other practice noticeboards.

### Future Meetings

It was agreed that we would set dates for all Meetings during 2014 now & publish these to encourage new members and provide time for any invited guests to note on their diary.

### **Meetings for 2014:**

Wednesday 19 March 2014

Wednesday 18 June 2014

Wednesday 17 September 2014

Wednesday 21 January 2015

***Next Meeting: Wednesday 19 March at 6.30pm at Wilson St Surgery.***

Thank you to all that attended. Meeting closed at 7:40 pm