

WILSON STREET SURGERY
Patient Participation Group Meeting

MINUTES
Wednesday 18th April 2018
6.30pm. Wilson Street Surgery

Present: SB Chair, KH,
Julie Davey & Katie Berkin - Assistant Practice Managers

Apologies: JS, HA, AH, SA

Minutes: Katie Berkin

Welcome & Apologies (SB)

SB welcomed the attendees and stated apologies had been received from JS, HA and AH. SB thanked Julie & Katie for attending in place of Sue A.

Review of the Minutes of the last Meeting on 18/10/17 (SB)

- **PPG Membership:** It was confirmed that SA had contacted the virtual group via e-mail to promote face to face membership with this group. SA however had had no responses.
SA had also contacted the PM at Macklin St to find out more about their PPG Open Evening – SA had been informed that this had been a successful event with people attending the evening, but no new PPG members had joined as a result of this and the number of members had now gone down to 4.
- **Breakdown of PPG monies** – Separate agenda item – so please see separate item.
- **Newsletters** – This was produced by KH and SA did provide info for inclusion

Staff changes/premises update (Katie/Julie)

Staff changes

- Dr Susie Bayley has left to take up an LMC admin role, but has been covering a few locum sessions.
- Dr Sharon Burton has resigned, has decided to leave medicine and will leave at the end of August 2018.
- Dr Emily Beattie is pregnant and will leave on maternity leave Friday 6th July 2018 and plans to return mid Feb 2019.
- Dr Rebecca Thomas is employed as a regular Locum, and has agreed to work Mondays and Tuesdays through the summer.
- The GP Partners and Sue Altoft are interviewing tonight for a new GP Partner to replace Dr Sharon Burton.

Premises

- Security – Quotes have been obtained for fencing around the car-park and gates on both drives.
- Disabled access – Looking at automatic doors to enter the building and main interior doors and widening doors into consulting rooms.
- Reception desk – Quotes obtained for glass screens on reception desk for security for reception staff.

Funding has been requested from NHS England and we are awaiting their response.

Book Sales (HA)

SB discussed item due to HA's absence. Hazel sorts the books, they are not selling, HA is going to swap the books and put some new ones on the shelves to encourage sales. SB asked about the posters which had been sent to SA to print and laminate.

Action – Katie to find out where posters are and send to Andrea at Chad.

PPG Funds W.St & Chad – purchasing request (AH)

Wilson St = funds in £304.89 - £36.72 (Where's Wally posters) = £268.17

Chad = funds in £675.97 - £492 (2x high back waiting room chairs) = £183.97

PPG funded the Propulse ear syringe = £203.40, (invoice not yet received), the members were asked that if received do they want this paying out of Wilson St funds as not enough in the Chad pot? – Members confirmed that this invoice should be paid out of the Wilson St funds.

Purchasing request – SB confirmed that AH wished to purchase some potting compost & plant pots to replot the plants purchased by the PPG for Chad

Action – AH to approach Andrea at Chad and take out of book sales from Chad.

Patient Experience – drop in sessions (Katie/Julie)

PPG noticeboard – PPG members were asked for one side of the PPG noticeboard to focus on health promotion and the other side to be information for patients & the PPG Newsletter.

Action – PPG members to update noticeboard at Wilson Street.

Chad noticeboard has been purchased and is waiting to go up next to the toilet door.

The Partners would like the group to be independent but support the practice and be constructive.

Drop in sessions - This idea has come from other practices, we know that the PPG at Maine Drive at Chad do some drop in sessions, sessions to be monthly or bimonthly,

PPG members to:

1. Hold drop in sessions during surgery times – so patients are in the waiting rooms;
2. Encourage other patients to join the group, as struggling to recruit new members;
3. The practice would like the PPG to be more business focused and be more visible in practice, both at Wilson St and Chad. The best working PPGs are where the members attend the surgery and do some drop in sessions - chat to patients, get feedback, find out concerns as well as positive feedback, they would become closer to the patients, as at the moment they are not;
4. Give feedback to the patients and inform them what we have done or are looking at doing to make the patient experience better.

The PPG members need to then

1. Take on board what patients have said & take ownership of their concerns;
2. Discuss between other members;
3. Suggest a way forward and act both for patients and the surgery and make constructive suggestions to the practice.

Concerns were voiced by PPG members present at the meeting

1. Lunch time meetings have taken place before, no-one turned up and no new members joined;
Action – Need to hold drop in sessions during surgery times – so patients are in the waiting rooms.
2. Poor communication from the practice with updates;
Action – Katie/Julie to improve communication of updates where possible.
3. If patients ask them questions they are unsure they know the answers;
4. Concerned won't get interest from new members;
5. Members are not paid, they are volunteers and they feel more is being put on them;

Discussion held about a few possible concerns that patients may have and may ask the PPG members about

1. Security – Looking into fencing around the perimeter of the property and gates on both drives;
2. Confidentiality at desk – Looking into different options for the front desk, if patients wish to speak privately they can ask to speak to a receptionist in a room;
3. Why do patients need to tell the receptionist why they want to see a Nurse? – This enables the patient to be seen by the correct nurse and the correct amount of time is allocated.

Action:

1. **PPG members to meet together to discuss way forward;**
2. **PPG members to try one lunch time drop in session at each site**

Any Other Business (All)

PPG Evening meetings

Going forward - there is no need to hold evening practice meetings, but the PPG are more than welcome to meet at the practice at a lunch time – these can be arranged with Andrea at Chad. Other practices have virtual PPG groups and we do have some virtual members.

Action: Katie – E-mail to be sent to virtual members asking them to respond if they still want to continue to be a virtual member, they are currently informed when the minutes are ready for them to view online.

Asylum Centre

The new Derby Asylum Initial Accommodation Centre is at Laverstoke Court (Peel Street, Derby). The people applying for asylum will reside at Laverstoke Court for an average of 21 days, following which they will be dispersed into more permanent accommodation outside of Derby and Derbyshire.

Macklin Street took on the project for the Health Centre at the Asylum Centre and approached Wilson Street to help them cover it. The Health Centre is covered by one full time GP Locum and Nurses and a Receptionist. There is a Duty GP, which alternates weekly between the two practices, they are there as support for emergencies and any queries that the Nurses or GP Locum may have.

During their short time in Derby, the following services will be provided:

- Health assessment / screening;
- All immediate health care needs identified and managed;
- All non-urgent health care needs that arise during this period.

Newsletters

Concerns – Need info from practice to put in newsletters & struggle to get info.

Action – PPG members to discuss what is needed in a newsletter and how often to produce one.

Action – Katie/Julie to inform PPG members about Dr Burton's replacement once decided.

Action – Katie to inform PPG members of Katie & Julie's e-mail addresses for questions that patients may have and support.

Meeting closed at 7.30pm