

## **Minutes Limes Medical Centre PPG**

Date of meeting: 13<sup>th</sup> October 2014

### **In attendance**

Alan Lloyd  
Malcolm Hodges  
Angela Hodges  
Keith Fortesque  
Jane Martin  
Donna Cope  
Dr J. Southcott  
David Hoon

### **Apologies**

Andrea Swanson

### **Welcome to a new member**

Alan welcomed Keith Fortesque to the group. Everyone gave a brief introduction of themselves to Keith.

### **Matters Arising from previous minutes**

Further to the discussion about getting in touch with other local PPGs and possibly learning from their experiences, Alan said he had compiled a list of surgeries within our CCG (16 in all) and has obtained contact details. He asked the meeting for permission to contact these PPG, to which all present agreed.

David advised he had heard from Jackie re the constitution and that a signed copy was kept within the surgery. *David will contact Jackie again and ask if may be handed over for him to keep safe.*

Missed appointments: Dr Southcott advised that following training, receptionists are now phoning patients.

Car Parking: Dr Southcott advised that "things are moving on that front".

### **Approval of Minutes**

The minutes of the meeting held on 1<sup>st</sup> September 2014 were approved.

## **Membership**

It was recognised that this was the highest attendance for a PPG meeting that any of the attendees could recall.

## **Feedback from the Hardwick Patients Network Meeting**

Only Alan was able to attend. Malcolm and Angela had planned to attend but had suffered damage to their property due to the recent tornado which hit Alfreton. Yes! a tornado! Alan reported that two subjects were discussed.

Firstly, there was a project being put forward by the County Council. The aim is to work on improving communications thereby empowering patients (or customers of their services) to become more active participants in their own future. Alan felt this was an interesting initiative. There were three areas where this is being run; Shirebrook and two others whom he couldn't recall. Alan will circulate the information.

Secondly, survey details of how GP surgeries have been performing were discussed. The biggest sample size was 230 and Alan felt we should not jump to conclusions from the survey. Dr Southcott said there were approximately 130,000 patients within the CCG. It is clear the sample size was very small.

Alan said it was clear from the meeting that surgeries within the CCG are generally understaffed, patient expectations are rising, but resources are not available to meet these expectations. Dr Southcott said that perhaps this will become a matter of managing expectations.

Alan tabled a document containing the results of the survey which he picked up at the meeting. The document was titled "Analysis of National GP Patient Survey by NHS Hardwick CCG GP Practice".

David agreed to scan and forward the survey the results document to all PPG members.

Dr Southcott asked for a note to be put on the email that the document is to be treated as confidential.

Alan felt the results could be used to feed into our own survey, and he described the results as "a bit of a blunt instrument"

## **Questionnaire**

This led the group on to discuss our own survey/questionnaire.

Dr Southcott said it would be desirable to get the surveys out by the middle of November.

It was agreed that:-

Dr Southcott will email a "bank" of questions to David. These can be used by the group to draw up our own survey questions.

David will forward to all group members.

Angela, Jane, Donna and Malcolm will then meet on Monday 3<sup>rd</sup> November at the King Alfred to discuss and agree on the questions and structure for our survey.

These will be communicated to David who will compile the survey document and circulate to members for comments and approval.

## **Ebola**

A question of what are we doing about Ebola was directed at Dr Southcott.

She advised that government guidance is in place. Hospitals have performed “dry-runs”, but GP surgeries haven’t. A vaccine is a long way off in time.

However, the disease does not spread via airborne transmission; it is not transmitted via coughing and sneezing. On a re-assuring note, we have far better sanitation and nutrition.

## **Future Meetings**

Dr Southcott advised there is a meeting at the Post Mill Centre, South Normanton on the 13<sup>th</sup> November at 6.00 pm, updating patients in the area what the CCG are doing with respect to integrated care. It was suggested someone from the group attends.

## **Any Other Business**

- 1) Alan reported that he had been to see a “medical professional” at the practice within the last two weeks and that in the consulting room there was a hole in the ceiling, through which wires were protruding. Dr Southcott said the surgery now have a “handyman” who performs odd jobs and tasks around the building. She agreed to establish the room in question, and report Alan’s experience.
- 2) Flu jabs: Dr Southcott said that Henry Cooper (who had passed away approximately 3 years ago!!) is being used in the advertising. Further, 1600 flu jabs have been ordered for the coming winter, this is more than usual but the surgery expects to get through them all. Dr Southcott said there are 3-minute appointments with the nurse and some injections are performed opportunistically during normal surgery. She felt this approach saves time in the long run.
- 3) Dr Southcott advised she will be starting a maternity leave on 24<sup>th</sup> December 2014.

## **Next meetings**

Meeting of a sub group of members to agree upon the next Questionnaire/Survey to take place at the King Alfred on Monday 3<sup>rd</sup> November 2014 at 6.00 pm

The next meeting for the PPG was set at Monday 8<sup>th</sup> December 2014, upstairs at the surgery at 6.30 pm.

## ***Post meeting issues (Added by DH)***

***Has our NAPP Affiliation Certificate been posted on the PPG noticeboard?***