

## **Minutes Limes Medical Centre PPG**

Date of meeting: 1<sup>st</sup> September 2014

### **In attendance**

Alan Lloyd  
Malcolm Hodges  
Angela Hodges  
Dr J. Southcott  
David Hoon

### **Apologies**

Jane Martin  
Andrea Swanson  
Kieth Fortesque (via Dr Southcott)

### **Membership**

David had received an email from Sue Sherman stating she wants to leave the Group due to ill health and transportation issues.

A new member (Kieth Fortesque) has asked to join the Group, but was unable to make the meeting. His contact details cannot be passed to the Group at this stage. Jackie will advise him of the date of the next meeting.

### **Effectiveness of the PPG**

Alan expressed a desire in getting the Limes Medical Centre PPG working effectively. He explained he has thus far been feeling his way into the role of chairman, but from hereon would like a more disciplined environment. Alan outlined the role of the PPG chairman as he saw it. He called for a clear action plan that fitted with the objectives of the group and had all members working to these objectives.

Alan asked about the constitution. David advised that one was produced but no one knew if it had been signed or where it is kept.

*David will contact Jackie in an attempt to establish its location and status.*

Malcolm felt for the group to be effective, two people would need to drive it forwards.

Dr Southcott and David felt a period of stability was required for the Group.

Dr Southcott said the PPG needs to keep in touch with local groups and have representation at local meetings otherwise the Limes Medical Centre PPG will miss out. As an example, Dr Southcott advised she is attending a clinical meeting tomorrow.

The meeting felt it would be good to receive the benefit of experience of other, local PPGs. Dr Southcott suggested getting in touch with Blue Dykes at Clay Cross who have an active PPG.

David recalled that some members from Bolsover PPG were going to attend an earlier meeting of our Group but that never happened. Malcolm and Angela still have contact details for a couple of members from the Bolsover Group. It was agreed we would re-visit getting in touch with the Bolsover Group again

*Malcolm to advise David and Alan these contact details for pursuing.*

Getting in touch with other surgeries within our CCG was also discussed. Parkside was mentioned, although Dr Southcott felt that one was not in our CCG (possibly Erewash or Southern Derbys).

### **Future Meetings**

Dr Southcott advised she is attending a clinical meeting tomorrow

### **Virtual Ward**

Dr Southcott explained the concept of the Virtual Ward.

It is a “pretend” ward or group of patients with a high risk/potential of being admitted to hospital. It would typically include patients with a history of multiple hospital admissions/call outs. Appropriate patients can be identified through their records and the involvement of social services or a community matron can be considered. The practice considers if any further help and support can be provided to these patients.

There is a practice based care co-ordinator, Angie Ward.

Practice meetings are held every Monday lunchtime.

At the moment it can't be proven as to whether it is working or not.

The presence of the virtual ward is not common knowledge. It is only known by those that use it.

Alan asked if it should be made better known.

### **Feedback from PRG Meeting**

Alan attended the last PRG Meeting and gave the following feedback.

The main part was spent looking at the Virtual Ward. The concept of providing a level of care at home instead of within the hospital was generally well received. A number of hurdles remain however. It was felt the NHS needs to engage better with the public.

Complaints advocacy was discussed. The statutory NHS Complaints Advocacy is free, independent and confidential and helps/supports anyone using the NHS Complaints process. Alan provided a leaflet.

Dr Southcott said that PALS, The Patient Advice and Liaison Service covers both general practice and hospital advocacy. They provide a point of contact for patients, their families and their carers and how to get independent help if you want to make a complaint.

### **Car Parking**

Car parking at the Limes Medical Centre was discussed by the Group. It was noted this issue had been raised at a previous PPG meeting and there had been no improvements.

Dr Southcott, said this had been discussed and that the issues are well known within the practice. Shortage of space and “policing” who uses the car park are major difficulties.

### **Missed appointments**

Dr Southcott reported that following previous discussions within the PPG, practice receptionists are receiving training to phone patients and advise on the number of ways an appointment can be cancelled.

Alan asked if the idea of patient contracts would be possible as it would at least give the idea of patient responsibility more profile.

### **Questionnaire**

A set of questions for the next questionnaire was only briefly discussed due to shortage of time.

### **Any Other Business**

- 1) Dr Southcott announced she will be starting a maternity leave shortly after the next meeting.
- 2) Our NAPP Affiliation Certificate should be posted on the PPG noticeboard.

### **Next meeting**

Monday 13<sup>th</sup> October, 6.30 pm.

David will ask Jackie if she would advise Toni and Kieth Fortesque.