

## **PPG Meeting 23<sup>rd</sup> September 2019**

Dear PPG,

Last meeting held was just with Les Forsyth, Paddy Buckley and myself. Thanks to those that sent apologies. Detailed below are meeting minutes along with further updates since the meeting.

### **PPG chair**

- Graham has made the decision to resign from PPG chair. I'm sure you'll agree that Graham has done a sterling job of keeping us in line over the past few years, so a huge "Thank you" from myself and Shani and the rest of the practice and PPG.
- Les Forsyth has already expressed interest in becoming the replacement chair. I would also like to invite anyone else that might be interested to put your names forward to myself and Shani to express an interest. 30<sup>th</sup> October deadline.

### **Flu clinics**

Flu clinics are in full swing and sessions are quite fast paced. If anyone can volunteer time to help direct patients to clinician rooms, please let us know.

### **Christmas raffle**

Donations gratefully received for our annual raffle, please drop off to reception.

### **Macmillan**

Generous donations of baked and bought cakes from the Heartwood team. Total of just over £120 was raised.

### **Veteran friendly practice**

We are now fully operational as a Veteran friendly practice. Implemented so far:

- Registration forms designed to identify veterans – this expedites the process of obtaining previous medical records with the aim to reduce time lags.
- Quick guides implemented for admin staff.
- Coding of records to identify veterans.

### **SMS**

Can no longer use SMS for non-clinical information, therefore email or post communication will be the only method of PPG liaison.

### **Carers**

In conjunction with Derbyshire carers we will be holding 2 events for carers, Manual handling and First Aid. These will take place in 2020 and be for 2 hours. We have 2 carer champions, Elaine Hall and Elaine Grief, who will identify carers. Volunteers from PPG welcome to help with organisation and refreshments.

### **Staffing updates**

- GP – Dr Ogundipe has returned from maternity leave.
- ANP – Alison Wood has taken semi-retirement and now works 2 days per week. We have hired Louise Elrick who works 4 days per week.
- Nurses – Sandra Bowley has now retired. Fiona Salisbury was hired to replace her, but with a change to working hours and due to growth of practice, we are now hiring another part time Practice Nurse.

### **Appointment capacity**

Something I wanted to inform you of, that has arisen since last meeting, is our quest to increase appointment capacity. From November we are introducing pre-bookable telephone appointments during the morning sessions with all GPs.

This has been communicated on Facebook and the Website and the admin team are implementing it now.

Initial feedback is positive. Our official communication is:

*With the aim to improve patients access to GPs, we are introducing a new appointment system. With effect from November, we will be offering pre-bookable telephone appointments with GPs to take place at specified times during their morning clinics. These appointments are bookable through our reception team and once we have allowed time to embed the new system, we will later release to online users.*

*This approach has been trialled in other GP Surgeries with great success and received lots of positive patient feedback. For patients, it allows flexibility so they can reduce unnecessary trips to the surgery, or even avoid time off work for an appointment matter that can be discussed by telephone. For GPs, we can resolve some matters more efficiently by telephone and reduce amount of "no show" patients, allowing capacity back into the system for those that need it most.*

### **Derbyshire wide PPG update**

Graham has shared info from Derbyshire wide PPG, please refer to appendix A.

### **Future ideas for PPG**

I have been reviewing other PPG groups activities across the country and have some ideas regarding what we might be able to implement, with your support. Please feedback your thoughts at the next meeting:

- Wednesday Wander – Or any day (!) A local social walk led by PPG members.
- Digital online support – drop in sessions ran by PPG to help non-tech patients who would like to access online appointments and view records.
- Practice Grandmas (and Grandpas!) – drop in sessions for parents who feel they lack family support and are seeking reassurance from those with a wealth of “life skills” and knowledge.

Next Meeting will be **Wednesday 27<sup>th</sup> November at 6.30pm** in downstairs reception.

#### **Appendix A**

##### Some brief Notes on Derbyshire PPG meeting 8-10-19 at Strutts Centre

Karen Ritchie told those present that the new draft STP will be on the Joined Up Care Derbyshire website by the 11<sup>th</sup> October at the latest. There are two weeks to comment on it so please do. There is no financial information attached to this plan.

People commented on this saying that having a plan without financial planning is not the full picture. Karen suggested emailing Sean Thornton and Vicky Taylor to ask what the financial implications are of this draft STP.

By 2021 the CCG has to have put the ICS (Integrated Care System) in place.

Karen said that the approach to achieve the STP was to have an outcome based accountability and commission around Derbyshire’s population. Health determinants are being looked at in a Health Management Approach.

The question was asked ‘Where is the evaluation of what was achieved by the 2016 STP’? Karen told us that there is a page describing the Journey so far.

Also where is the study showing the Joined Up Care Closer to home is successful (as claimed) in the North. Karen suggested raising this with Health Watch who could follow this up with the CCG and DCHS.

Regarding services working together more successfully, Karen told us that the regulatory framework has changed so that now organisations can work together more easily/better.

There was a lot of discussion on the number of patients, particularly the elderly, who are experiencing poor health service. This also affects their Carers who often have to resolve issues around this themselves . The question was asked ‘where is the evidence that Joined Up Care Closer to Home is working’. Karen told us that a study will be undertaken after the new STP is implemented. Also that DCHS is rolling out training around Fragility and Dementia. They have ‘picked up’ a National system and anyone in the Community who may require this can go on the training.

Finally, a team is being set up to do an audit of which GPs have got a PPG and thereafter there will be a push to strengthen PPGs . They may be linked together around Primary Care Networks. I suggested starting with our Derbyshire PPG group, as there are a lot of us, but this was not taken up on this occasion.