

Minutes from Patient Participation Group Meeting

Thursday 11th April-19

Present- David Green, Michael Reilly, Sue Ashton, Mary Hodgeon, Richard Hayward, Trevor Edwards, Roy Williams, Steve Arscott, Lisa Marsden, Debbie Swain

1. Apologies for absence

Julie Nicholson, Ernie Hunter

We also welcomed Steve Arscott to the group.

2. Approval of minutes of the previous meeting

Ok

3. Matters arising not in agenda

-Sue has now changed PPG email address to lombardmedicalcentrepvg@gmail.com.

-Debbie gave update on staff sickness/staff leaving . Also discussed progress in training of staff.

We are also actively recruiting for an Advanced Nurse Practitioner.

-Sue is updating the website. Asked if could have a link to click on us to make more visible and possibly add additional tabs. Sue to arrange meeting with Sarah to discuss.

4. Report by Practice Manager

a- Demand survey- had update on last survey. To include attachment in minutes.

b- Contacting the PPG-Discussed how would patients contact if required? Agreed to have slips for patients to complete and a confidential box for the PPG in surgery. Patient comments etc could then be discussed at a future meeting. Michael offered to collect on a weekly basis. Lisa to let Michael know when the box is in place.

c- Dr Law is leaving on 4th June.

Dr Cusack will be dropping to 4 sessions a week to develop Primary Care Networks in the Newark area.

d- Building work has started. Going well.

e- Receptionists are now called Care Navigators. Hoping to get signposting up and running soon.

Before next meeting can we think about how the group could progress the role of the Care Navigator. Will put on agenda to discuss at next meeting.

f- We are now ringing patients on the day if they DNA. Mostly out of concern for patient.

g- Still need to promote text messaging service if anyone would like to come into surgery again to sign patients up. We are also waiting for a Smart phone text messaging service to start that will link into NHS website.

5. Surgery-letters update

Sue to see Sarah in the next month. To circulate letters round beforehand.

6. Update from VPG(virtual participation group), PPEC and FPI(forum for public involvement)

a- **VPG (Sue)**- few expressed interest in joining despite completing application forms.

b- **PPEC (Mary)**- Mary raised our concerns regarding non-emergency transport of family members/carers but felt this wasn't addressed at the meeting she attended.

-NHS app now up & running and links to booking appointments online.

-Survey on `What matters to you in health` available to complete on website

<https://nottswatmatterstoyou.co.uk/>

-Integrated Care Systems (ICS)- Is strategic plan in place to make huge efforts to integrate Care Systems to make care as accessible as possible.

c- **FPI (Trevor)**- will circulate notes and discuss at further meeting if any points need raising.

7. Concerns over ASDA carpark - Roy

Roy spoke to Asda who say are monitoring. They've agreed to put up camera and speedbumps. We feel it is still a big problem so if management don't do anything Roy will take it further.

8. NAPP report

Sue has sent latest bulletin via email.

9. Walking group report

Ok. Mary & Michael hoping to do presentation.

10. Notice Board Report

Sue to update members list for the board.

11. Any Other Business

-Dr Wathen and Cusack continuing to do appointments on Sundays until at least September.
As part of the PCN we have to offer another 36 hrs per month as from July. Will be using extra clinicians on days already available.

12. Date and time of next meeting

Thursday 16th May -1pm.