

MINUTES OF THE VICTORIA AND MAPPERLEY PPG MEETING THURSDAY 1st DECEMBER 2016 AT VHC

Present: Sue Clague, Roy Sells, James Pam, Bill Brown, Debs Main, Anne Hardy, Cath Verhoeven, Barbara Kendal, Tony Wright, Daphne Smart, Jeanne Ware, Robin Taylor, Christine Roach, Martin Rush, Sue Jones, Robin Taylor, Collette Saxon, Dr Mawji, Dr Elias

Apologies: Catherine Wallis, Alan Wilson, Pat Dexter, Marian Donaldson.

Matters arising meeting held on 29th September 2016

On-line Registration – A one month recruitment process had taken place to encourage on line booking. Reception at both surgeries had handed out forms to all patients attending appointments. Dr Elias stated that admin staff are very busy with extra patients at the moment but agreed to start another recruitment drive in the Spring.

Collette stated that we have 313 patients currently registered. Tony Wright stated that members of the PPG have been assisting in this process.

On line repeat prescription service - this is now fully operational. It is currently creating more work for the GPs due to systems problems but these are being worked on. In the long term it is hoped that this service will reduce congestion at reception.

Macmillan fund raising - the event raised £278. Nationally, Macmillan raised £21m on the fundraising day. Anne Hardy suggested a more public venue outside the Mapperley Co-op next year.

James thanked Anne and Collette for their support.

There were no corrections and the minutes were ratified.

Main agenda

1. Mapperley Park Practice

Dr Mawji updated the group. We have had 455 new permanent and 470 temporary registrations from the Mapperley Park practice adding to a current total practice registration of around 9000. The CQC inspected the Mapperley Park Practice on the 30th November. The temporary suspension is likely to continue. Bill Brown asked how the staff were coping. Dr Mawji said that it has been difficult but extra admin have been recruited. Each new patient attracts a £90 tariff per annum.

There was a long and involved discussion about this challenging situation. It was hoped that the future of the Mapperley Park practice would be clarified by the Spring.

Jeanne Ware asked what voice the PPG has in this process. Sue commented that there will be formal elected representation of city practice PPG voices on the new patient engagement process that the CCG is working on.

2. Traffic congestion following alteration of road layout outside 858

There is severe traffic congestion at the entrance to the 858 practice car park following the opening of a new Kentucky Fried Chicken outlet opposite the surgery. Incidents have been reported involving patients and cars.

Bill updated the group on action that the PPG has taken. The City Council is responsible for planning decisions in relation to the KFC site. The County Council is responsible for the Highway and will have advised NCC. Gedling Borough Council boundary includes the surgery. The City Council maintains that all parties have been consulted prior to planning permission being granted. Dr Mawji stated that the practice had not been consulted.

Bill suggested a meeting between the PPG, the Practice and Councillors Clarke and Weisz. Dr Mawji recognised the expertise within the PPG in relation to this issue and was happy for the PPG to represent the Practice view. This was agreed. James will request a copy of the planning consent report from Paul Seddon, Head of Planning (NCC). Debs Main, James Pam and Dr Mawji met with Councillor Adams (GBC) last week. He is supporting our case.

The outcome that we desire is to force a re-examination of the road layout outside 858 to ensure greater public safety.

The practice agreed to put updates about the situation on the website.

3. Recruitment of PPG Chair and Secretary from 2017

James Pam stated that Cath Verhoeven and Debs Main have put their names forward for Chair and Secretary respectively. Other PPG members may wish to put their names forward. James will discuss this process with Collette.

4. Action Group Membership

James will email the PPG membership.

5. Email communication between the Practice and patients

The Practice is supportive in principal with one way email communication in relation to non-clinical information however the process of collecting patient emails and obtaining patient consent has yet to be worked through.

6. AOB

Robin Taylor asked if the practice plans to obtain an INR machine used for monitoring patients on warfarin medication Dr Mawji said that no Practice in Nottingham has this kit and there is a question over accuracy of data produced.

Anne Hardy said that there had been recent problems phoning 858. Dr Mawji said that a new phone system had run into teething problems which were being rectified by BT. The phone upgrade will mean that patients waiting for calls to be answered will be kept up to date on their position in any phone queue.

7. Next meeting date

Next meeting will be in April 2017 and will be the AGM. Date to be confirmed