

MINUTES of the VICTORIA & MAPPERLEY PPG MEETING
HELD THURSDAY 29TH SEPTEMBER 1PM at VHC

PPG members present: Pat Graham, Robin Taylor, Sue Clague, Daphne Smart, Sue Hawkesford, Debs Main, Anne Hardy, Martin Rudge, Bill Brown, Cath Verhoeven, Alan Wilson, Patricia Dext, Roy Sells.

Representing the practice: Collette Saxon, Dr Elias, Dr Nightingale and Dr Mawji.

Apologies: James Pam, Catherine Wallis, Jean Ware, Marion Donaldson, Peter Benn, Ingrid Benn, Tony Wright, Helen Thompson, Christine Roach, Muriel Weiz.

- Mins of PPG meeting 7th July.
 - o Corrections
 - o Agreed
 - o Matters arising:
- Mapperley Surgery Refurbishment.
 - CS - refurbishment of 858 on hold but money has been put aside for it. There is a drainage issue in the car park that needs to be addressed first.
 - Dr E assured the group that patients would be consulted when the waiting room is done and suggested the PPG could canvas patients for their thoughts and pass their suggestions to the practice. BB said the PPG welcomed the opportunity to be involved.
- On-line Appointments
 - CS- 285 patients have registered for online appointment this is a 21% increase since push to give patient information at the front desk.
 - Dr N confirmed it is helpful to continue promoting this facility.
 - It was noted that the system does not send reminders to text or email PPG members thought that this would be a useful function though it was pointed out that we must not assume that all patients have access to technology.
- GP Telephone Consultations
 - Dr Mawji - On average doctors make 54 telephone consultations per week they find it useful in certain situations ie giving results and advice.
- On-line repeat prescription Service
 - CS- EPS goes live on November 9th - staff will receive training beforehand.
 - It will be advertised on the website and patients will be informed when picking up prescriptions.
- Anti Microbial Stewardship
 - Sue Hawkesford - information package put together by Sue Hall has been approved by the CCG. SH awaiting package and will forward to the GP partners to decide how and when to implement it.
 - SH noted that Sue Hall has complimented the practice on having such an active PPG.

- SH said that she will be away for the next few months and will pick this up in the new year.
- Waiting room information management –
 - Cath V - 858 awaiting refurbishment before making any significant changes there.
 - Anne H still looking after VHC notice board and waiting area.
- Clinical Commissioning Strategy – Sue C
 - The PPG held a focus group regarding the CCGs 2 year strategy at the surgery. Feedback will be put into the next stage of the CCGs plan and our voices will be heard.

AGENDA

1. Newsletter- Debs

- Debs handed out copies of the winter edition of the newsletter and thanked those who contributed for helping getting it completed in good time.
- Sue thanked Debs for another great effort.

2. Macmillan Fundraising – 30th September. Anne

- Anne informed group of plans for coffee morning at 858 and confirmed arrangements with those who have volunteered to help.

3. Mapperley Park Practice - Dr Elias.

- Dr Elias gave an update regarding Mapperley Park Medical Centre(MPMC). It has been inspected 7 times by the CQC and has been suspended to enable the practice to reopen in December.
- Dr Mawji has agreed to help in agreement with the CCG and with their support. A registrar, admin and practice nurse are being paid for by MPMC to accommodate the additional patients.
- Concern was expressed over the amount of notice given by the CCG in December if MPMC does not reopen. This could result in an additional 1 to 1.5 thousand patients being registered, it will generate more core income and 1 more GP to accommodate the increase. Plains View practice has also been recommended to patients from MPMC.
- The CCG have acknowledged the cooperation of our practice and have learned some valuable lessons from this situation.
- The fluidity of the process for patients registering from MPMC was questioned and Dr Elias stated that patients need to be fully registered to enable the practice to have access to their medical records but the process would be reviewed.
- A comment was made complimenting the reception staff at 858 on their professional manner in light of abuse from disgruntled patients from MPMC. The practice has a zero tolerance policy sign in reception which CS will make bigger to ensure patients aware. The PPG agreed that a card and chocolates or biscuits would be sent to both 858 and VHC.

4. Recruitment of PPG Chair and Secretary for 2017. Sue C

- SC announce that herself and James Pam would be standing down from their posts at the PPG AGM in the spring and made an appeal for volunteers to fill the posts of PPG Chair and secretary.
- They both intend to carry on as members of the action group.

5. AOB

- Dr Mawji informed the meeting that the car park at 858 is half shared with the Physiotherapy practice next door and patients should only be using the spaces allocated to the practice to the left of the car park.
- SC - thanked GP for attending the meeting.
- CS – flu jabs would be available in October – book your appointment.

6. Date of next meeting - 1st December, 1pm at VHC