

## MINUTES OF THE VICTORIA AND MAPPERLEY PPG MEETING ON 7th JULY 2016

**Present :** James Pam, Anne Hardy, Pat Graham, M Thomson, Daphne Smart, Bill Brown, Cath Verhoeven, Sue Clague, Sue Hawkesford, Roy Sells, Chris Roach, Collette Saxon, Dr Elias

**Apologies:** Pat Dexter, Dr Nightingale, Alan Wilson, Catherine Wallis, Robin Taylor, Barbara Kendle, Debs Main, Susan Jones, Muriel Weisz.

### 1. Matters arising from minutes of meeting held on 21st January 2016

- **Mapperley Surgery refurbishment** – The Practice is in the process of consulting builders and decorators. No firm dates yet for commencement.
- **Online appointments** - now available and communicated via a poster and the website.
- **G.P telephone consultation** - Dr Elias said that telephone consultations are picking up. Sue asked how effective they were and he stated that it was difficult to monitor usefulness although Mondays were always busy. It was suggested that there might be value in auditing phone consultations ie how many calls resolved concerns without follow up appointments.
- **Social media** - this form of communication has been discussed by the Action Group but there was a reluctance to promote the PPG through social media as comments that could include critical comments of individual clinicians could not be moderated.
- **Practice website** - the PPG had asked the practice whether they would consider outsourcing this facility to provide a more comprehensive and user friendly web provision. The practice has considered this but will keep website management 'in house'.

The Minutes of the 21<sup>st</sup> January were ratified by the meeting as a true and accurate record.

### 2. Newsletter

James reported on behalf of Debs Main that the Spring edition of the Newsletter came out in April and copies are available in both waiting rooms in A4 display stands. The PPG keep supplies topped up. Bill asked about Dr Mawji's role in the newly formed GP Alliance. Dr Elias explained that this new organisation has been formed to plan better ways of GP Practices working together to ensure continuing good primary healthcare in the face of challenging budgets. It was suggested that this could be an agenda item for Dr Mawji to present at the next full PPG meeting in September. Dr Elias will check his availability

### 3. NAPP Membership.

James requested that all PPG members look at the material on the NAPP website to see if there are any ideas for us to follow up. Our membership has been funded for one year only so it's up to us to demonstrate its value within this timescale.

#### **4. On line repeat prescription service**

Collette said that the launch of this service has been delayed due to training being cancelled by the providing organisation. Collette is waiting for a new date. Dr Elias stated that the GPs meet regularly with pharmacies to ensure correct protocols are being followed.

#### **5. Anti-Microbial Stewardship**

Sue H represents our PPG on this working party supported by the Nottingham CCG. The focus is on how patients can be better informed about growing resistance to antibiotics. Display material is in advanced preparation and a week in November has been identified nationally for raising awareness of concerns. Once the information pack has been agreed the Practice can decide how best to use the material.

#### **6. Waiting Room Information Management**

The issue of how information in the waiting room can be best displayed is not a new concern. Anne H and Cath V are planning a meeting with Collette to discuss the matter. Bill suggested that a calming approach to ease tension and anxiety for patients waiting to see a clinician was important. Use of calm colours and a welcoming, ordered waiting room environment was essential. James encouraged the "less is more" approach and also strongly suggested that one person be responsible at each site for the management of posters/information. We hope to have feedback from this group at the next PPG meeting.

#### **7. Clinical Commissioning Strategy.**

The Nottingham City CCG is consulting PPGs about their new four year strategy. There will be a 'Listening Event' on Tuesday July 12th at 2pm at Mapperley surgery. All were encouraged to attend so that their views on the draft strategy can be aired.

#### **8. AOB**

- Anne H gave a vote of thanks on behalf of the PPG to the outgoing Practice Manager, Alison Parker. She also welcomed Jackie Dickenson, the incoming Practice Manager.
- The next Macmillan fund raising event will take place at Mapperley surgery on September 30th. Requests for cakes etc and volunteer help on the day will take place nearer the time.

#### **9. Next full PPG meeting is 29th September at Victoria surgery at 1pm.**