**Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting Thursday 28th June 2018 at 5.00pm**

**Minutes**

1. ***Apologies for absence:***

Robert Towle, Emma Wall

1. ***The following PPG members attended the meeting:***

John Trevail, Colin Scrivener, Phil Coultas, Beryl Pooley, Liz James, Marcus James, Janet van Craeyenest, Sue Walker. Sue was welcomed to the group.

Minutes of the PPG meeting held Thursday 3rd May 2018 had been approved by email and a copy posted on the PPG notice board in the waiting room and also on the Practice website.

1. ***Matters Arising/Actions Update –*** 
   1. Derby/Burton Hospital merger going ahead. Agreed that it was a good thing if services can improve as well as costs cut in some areas.
2. ***Practice Update –***

Tove advised that new PM Emma Wall – previously an Area Manager with Boots PLC – was benefitting from detailed inductions to the many facets of her new post – not least with the departing PM Sarah Cox.

1. ***Data Protection***

Agreed that John would fashion a PPG Privacy Policy - as the GDP Act now demands – based on those used by similar small voluntary organisations.

***6. NAPP Conference***

Marcus fed back.

a. Key Note address, very much worth watching via NAPP website, emphasised the effectiveness and economy of organising to counter **loneliness** amongst (particularly) the elderly . Medical interventions should be the last resort not the first.

b. Particular focus should be given to the plight of **Young Carers**

c. Patient understanding of **Self Care** should be tested and addressed [PPG could be effective here]

d. Regarding creation of fewer, bigger GP Practices. Evidence shows that bigger = poorer clinical outcomes. Thinking now towards looser **federations** of practices – as already happening in Heanor and Ilkeston – which will avoid the negatives but capture the positives of collaboration.

e. website collating patient views on **side effects** of their medication. Marcus has details.

f. Practices with PPGs that attract YP use **Facebook** (etc)

g. One PPG has evolved a method of decreasing **DNA**s. Marcus has details

h. 2 PPGs won awards – see NAPP website. All members advised to look at their achievements.

i. Marcus emphasised the importance of consistent patient-GP relationship to avoid the unnecessarily expensive and overly clinical response if a complaint is taken initially to a Hospital with their lower threshold of risk.

j. a website explains in lay terms the aims/effects of all of the **tests** commonly prescribed.

**7. External Affairs**

Group advised of the research project led by Phil Herrod to identify exercise regimes that will render 65-85 yr olds better able to withstand rigours of surgery. [pherrod@nhs.net](mailto:pherrod@nhs.net)

Beryl advised group that the NHS Trust welcomes public attendance at their monthly information giving meetings.

**8. VPPG**

Chair to contact the NAPP Prizewinning PPGs and glean VPPG tips!

**9. Poster Campaign**

Beryl has more-or-less re-wallpapered the township with our new poster – note, identify a colour copier for next time. The group recorded their gratitude at Beryl’s initiative.

**10. AOB**

It was suggested Chair should send copy to Littleover Directory as well as Mickleover Directory since some of our patients live there.

Liz asked the Practice to consider re-instating the fixed monthly appointment for patients wishing to discuss mental health issues. This had been very effective in the past.

Phil pointed out that he felt that the “front-end” of the Practice web site does not naturally help a patient get to the help that they require, and that improvements were possible there.

Marcus informed the group that Derbyshire NHS were £100m over budget and that NHS England were insisting on £40m cuts – which will come from non-statutory services.

**11. Date of next meeting**

**5.00 pm Thursday 13th September 2018**