**Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting Wednesday 5th July at 4.45pm**

**Minutes:**

1. Apologies for absence:
   1. Tshanda Domani
   2. John Spray
2. The Chair welcomed new PPG member Monica Lockhart. Other PPG members present introduced themselves. Tony Williams submitted his resignation from the PPG. The Chair and meeting recognised Tony’s contribution to the PPG over the years and wished him well for the future.
3. Minutes of the PPG meeting held 25th July 2017 were approved.
4. Matters Arising –
   1. Roxzanna Hughes was awaiting any information that the PPG wished to go onto the Practice website.
   2. The Chair has circulated Apostolos Fakis’s Clinical Trials presentation to other Practices to see if any were interested in having a presentation at their PPG meeting. There had been no response to date.
   3. Tove Lindgren advised that that the Practice was now fully staffed with Triage Nurses i.e. four. The Practice still needed another full time GP but the vacancy was still proving difficult to fill.
5. PPG Logo – Tony Williams presented six potential logos to be used in PPG documents to promote the PPG. After a short discussion it was decided to opt for logo number six. It was agreed Tove Lindgren would provide the logo to Roxzanna Hughes to include on the screen in the waiting room. **Action: Tove** **Lindgren**
6. Triage and Patients Letter – John Trevail had drafted a letter from the PPG to the patients explaining both the national and the Practice issues regarding staffing and appointment availability. There was a long discussion as to whether such a letter should come from the PPG and not from the Practice as it could be perceived that the PPG were too aligned to the Practice when in fact the PPG were supposed to be the voice of the patient. The discussion was suspended until Sarah Cox, the Practice Manager, could join the meeting and give her comments. Sarah having joined the meeting asked that due to the continuing difficulties with staffing at the Practice and that Reception staff are taking the brunt of patients complaints regarding appointments, that she hoped the PPG would support a communication from the Practice to patients. After further discussion it was agreed that the PPG would endorse a letter from the Practice providing the PPG agreed with the contents.
7. VPPG – Tony Williams had been the administrator of the VPPG. However, he questioned the purpose of the VPPG as it was very rare that he received any feedback from the VPPG membership which incidentally totalled only 22 persons. After discussion it was agreed that a working party would be formed to formulate a communication strategy to promote the VPPG and boost the membership. The working party consists of John Trevail, Liz and Marcus James.
8. Pharmacy First – the meeting noted the number of referrals to the Pharmacy from the various GP practices in the Derby area. It was further noted that only 31 referrals were from the Practice. It was agreed that this needed to be improved and the Practice recognised that they needed to do more to promote the Pharmacy First initiative.Reception staff were in the process of being trained to promote Pharmacy First.
9. Practice update –
   1. Note some Practice updates reported under Matters Arising.
   2. Sarah Cox reported that as a result of reviewing appointment scheduling the Practice had managed to create 76 more available appointments with nursing staff.
   3. Dr Chamberlain had joined the Practice.
10. AOB
    1. The form on the website to request patient records was reported to be incorrect. Tove Lindgren to investigate. **Action: Tove Lindgren.**
    2. Marcus James commented that some of the S&TP proposals were starting to filter through e.g. the merger between Royal City and Burton Hospital was to go ahead, Better Health at Home and prescriptions for medication which are readily available over the counter were to cease.
    3. A patient had reported that they didn’t make a diabetic check appointment because they had received a text saying the results of their blood test was fine and no further action was required. This was misleading as a diabetic check appointment was still necessary. Tove Lindgren to investigate. **Action: Tove Lindgren.**
    4. It was commented that the latest NAPP bulletins contained some interesting information and subjects.
11. Date of next meeting : John Trevail to circulate some possible dates in September. It was agreed to avoid August due to holidays. **Action: John Trevail. Date now confirmed as 7th September at 6.00pm.**

Robert Towle - 26th July 2017