

## Patient Participation Group, Mickleover Surgery.

### Minutes of Meeting held 12<sup>th</sup> September 2023

#### 1. Attendance:

PPG: Brenda Bell, David Bell, June Green, Gail Johnson, Lesley Wells (Chair), Sue Atherton (Vice Chair), Alice Burns Sharon Conroy, Ian Holland.

Surgery: Angela Maine (Practice Manager), Dee Bains (Senior Health Care Assistant), Dr. L. Huseen (Partner).

#### 2. Apologies: Marion Hall

3 . Minutes of previous meeting 23<sup>rd</sup> May 2023: The minutes from the previous meeting were agreed.

**New Member:** Ian Holland has joined the PPG and was introduced to other members.

#### **Matters Arising and Actions:**

1. **Consent Forms :** All data protection consent forms had now been completed and returned. Copies were issued to Ian for completion.
2. **Health Monitor :** A new health monitor had been installed in the corridor and could be used by patients to measure height, weight and blood pressure. Details would be automatically transferred to patient records.
3. **New Phone system :** Ordered but not yet installed. Meeting next week to expedite installation.
4. **NAPP :** All members who requested membership have been registered.
5. **Standard and bespoke text messages to patients:** Review had been held and comments on content had been taken on board.
6. **Cleanliness:** Marks on doors had been identified as old sellotape marks and cleaned.
7. **Medical Staff attending PPG Meetings:** Dr. Huseen was present and other medical/admin staff had expressed an interest in attending future meetings.
4. **News from the Practice:**  
Dr. Huseen asked members for any questions they had about the practice.>
  - a) Why such a high turnover in staff recently? Previous partners had reached retirement age and also been affected badly by Covid and had decided to leave practice or modify hours. Dr Huseen, Dr Shaw and Dr Mbah were now surgery partners. Dr. Huseen and Dr Shaw work full time; Dr. Mbah and Dr. Singh work 4 sessions (2 days) per week; Dr. Batra and Dr. Abdalla work 1 session a week (as

the practice is all female the sessions run by these doctors give a choice to patients who would rather be seen by a male doctor): as a training practice there is also a male GP registrar at present. A new specialist nurse, Amy, had been appointed and would be starting in December, with an interest in diabetes. It had been important to appoint the right person rather than settle for a stop gap and chronic shortages of all medical staff make recruitment difficult.

- b) Patient Knows Best scheme : Part of attempts to help patients manage chronic disease and back up face to face physical consultations. Dee as Senior Health Care Assistant is able to support patients especially those with a pre-diabetic condition.
- c) How does the practice want the PPG to operate? Small practice and new younger GPs wanted to retain and promote a closer relationship with patients. In order to plan for the future a more active PPG could provide valuable feedback from patients, both those who regularly use services and those who do not.
- d) Administration and contact with surgery: There are currently 3 incoming phone lines. The new system had been ordered in June but still waiting for installation. The current triage system of call back by duty doctor to establish whether phone or face to face appointments were required was still in place. The system was still sometimes frustrating for patients and until the new phone system was operational appointments could still be booked by coming into the surgery. A few appointments could be booked via the website. Patients who needed follow up appointments would have those booked by their doctor.
- e) Same Day Emergency Care: Immediate referral to unit at the hospital had worked very efficiently for patient. Useful service. The plans for the A & E department at the Royal Derby were to have 3 GPs in attendance to help reduce wait times.
- f) Newsletter : Now issued quarterly . Paper copies in surgery and on website. If PPG members have ideas for content contact Angela.

Dr. Huseen wanted PPG members to know that the surgery is committed to long term development and plans for the next 5 to 10 years were being worked on. These would be shared with the PPG as they developed for input and help. There was much to do and it was important to keep up the morale of the practice to achieve good results for all our patients.

#### **6. Ideas Going Forward:**

- a) A Derbyshire PPG Network Group had been formed, coordinated by Hannah Morton, Engagement Specialist at NHS Derby and Derbyshire. Angela to make contact and Alice/Sharon to supply contact details.
- b) Alice suggested investigating the possibility of an article about PPG and membership in Mickleover Directory, free distribution magazine.
- c) Possibility of information stalls to be run in the Library, at community events and in conjunction with local businesses. These could feature health advice – healthy eating, exercise health checks such as blood pressure, diabetes, or be linked to particular issues such as flu vaccination as well as promoting the role of the PPG.

d) Use of social media and technology to promote more involvement and widen the demographic of the PPG. Caution needed to comply with data privacy etc.

**7. Any Other Business:**

1. Copies of Practice Data Protection Privacy Notice for PPG members were issued to all members present.
2. Flu/Covid Vaccinations: Non appointment clinics had been piloted and found easier to run than appointment-based ones. Flu vaccinations were for over 65s and vulnerable categories as defined by NHS England; patients qualifying for Covid vaccinations would be notified in the next few days. Both vaccinations could be delivered at the same time but patients could choose to have separate vaccinations.
3. Assistance at Flu/Covid Vaccination Clinics on 23<sup>rd</sup> and 30<sup>th</sup> September: Gail and Alice would help on 23<sup>rd</sup> and Brenda and David would help on 30<sup>th</sup> September.
4. Brenda and David would begin to organize a social event post-Christmas. Possible Afternoon Tea at the Potting Shed in Markeaton Park. Date to be confirmed.

**8. Date of Next Meeting:**

Next meeting to be held at the practice at 6.30 pm on 5<sup>th</sup> December 2023.