

MICKLEOVER SURGERY PATIENT PARTICIPATION GROUP

MEETING HELD ON TUESDAY 30TH APRIL 2024.

PRESENT: Gail Johnson, Brenda Bell, Sue Atherton, Alice Burns, Angela Maine, Lauren Fernley.

APOLOGIES: Lesley Wells, Dave Bell

In the absence of Lesley Wells, Sue Atherton chaired the meeting.

1. It was suggested that, as the meetings occurred quarterly, Angela could issue a reminder email a week before to alert members of the meeting date.

2. **Minutes of previous meeting .**

The minutes of the previous meeting on 9th January 2024 were agreed as a true record.

3. **Matters arising from the Minutes:**

a) New premises: The proposed move to new premises regrettably had to be abandoned. The PPG had been informed of this decision at a special meeting called on 27th February.

b) New telephone system: The initial bugs in the system had been ironed out and no further complaints had been received.

c) PPG Get Together: The social get together at the Potting Shed had been enjoyed by all those who could make it and it was agreed that we look at holding another one before Christmas. Thanks were expressed to Dave and Brenda for all their work in organizing it.

4. **COVID CLINICS:** Three dates had been selected 27th April, 4th May and 11th May and help from PPG members had been requested. However, take up had not been great and it was possible that the session on 11th May would be cancelled. Angela would keep members informed. Thanks were expressed to Gail and Alice who had helped on the 27th.

The clinic had run smoothly. Patients who attended preferred being able to have timed appointments - even though many arrived half an hour before they were booked in. Carers for those with mobility problems had appreciated doctors going out to patients in cars.

All four members of the Group had unusually experienced some discomfort at the site of the vaccination on this round – inflammation, redness, soreness and pain. Sue had completed a Yellow Notification Card.

5. **New Staff:** A new salaried GP, Dr Asad, had started work at the surgery doing 6 sessions per week – all day Tuesday, Wednesday and Thursday mornings and all day Friday. Dr. Abia has also joined as the new Registrar. The new practice nurse, Amy, had started work in December.

These changes had been put on to the website which has been updated to make links to other NHS services easier to use.

The practice is still taking on new patients.

6. **Any Other Business:**

- a) Angela had recently met with Jane Lindsay who deals with Social Prescribing for the practice and suggested that she could be asked to come and talk to the Group about how the process worked. This was agreed.
- b) Derbyshire Healthwatch has produced a report on PPG activity in the region which looks at how different groups are run and what they do. This can be either downloaded from the Healthwatch site or a hard copy can be requested. Now that the focus of the PPG had moved away from the re-location proposal it was suggested that members could look at this and come along to the next meeting with ideas for future action and that surgery staff could explore an activity that could involve the PPG.
- c) A member had been contacted by a friend who had commented on treatment by a member of staff that they considered unsympathetic and uncaring. No complaint had been made to the surgery because of concerns about the current course of treatment. Angela reminded members that it was important that patients did register these issues with the practice so that the staff could learn from them and emphasized that these problems need to be dealt with.
- d) **DATE OF NEXT MEETING:**
6.30 PM TUESDAY 23RD JULY AT MICKLEOVER SURGERY.