

# Abbey Medical Centre Patient Participation Group meeting, May 3, 2017 at 6.30pm

**Present:** Richard Hepple, Jean Reid, Darren Bailey, Sue McNab, Jean Yarnell, Chris Barnatt, chair, Debs Smith, Gerry Coppel and Dr Irena Jaram

**Apologies for absence:** Thelma Hembury, Janet Clarke and Joy Stevenson.

The PPG welcomed new member Darren, who moved to Beeston in July last year and joined our practice as a patient. He explained he had been chairman of his former practice PPG in Ilkeston and had given 10 years of voluntary work within the NHS as a patient representative with the CCG and through Derbyshire Health Watch. As a result he has attended a Queen's Garden Party.

**Minutes of the last meeting:** Agreed

**Matters arising:** Bid to encourage more younger members through local schools will be thought about again in September when the new school year begins.

New automatic doors are popular with patients.

A Dignity and Respect survey is to be carried out again in June.

**Election of vice-chair and two representatives to Patient Reference**

**Group:** Sue apologised for not introducing this item at the annual general meeting. It was a regrettable oversight. Gerry Coppel was re-elected as vice-chair, and Richard and Sue agreed to remain as PRG reps.

**Golden Years:** The next music afternoon was to be on June 29 with a return visit from Beeston Ukulele Band. Sue was to create posters and circulate them in the town before the end of May. Debs was to get in touch with patients who attended previously and any new ones who might be interested.

**PRG report:** Sue had attended a PRG development session which featured a presentation about the overuse of antibiotics. Dr Jaram said this subject was also being raised with the Nottingham West Clinical Commissioning Group.

A review of rents and maintenance cost of properties owned by the Nottingham West CCG had led to major increases and Sue asked if this would have any effect on our surgery. Debs said it would not since our premises are owned by the practice.

**Virtual PPG:** Chairman Chris Barnatt was congratulated on drawing up a comprehensive report about the possibility of setting up a virtual PPG. This followed a visit to our March meeting from members of the Saxon Cross surgery in Stapleford, where a virtual PPG has been operating since May 2016. In a discussion of the various options put forward, the group decided against running a virtual patient group but to aim to improve communications with all patient via the Abbey Medical Centre website. Since our website is in a state of transition to a new server, it was agreed to look again at how better

communication can be achieved six months after the new website is up and running. All ideas from members and patients will be gratefully received. Darren suggested we might reach out to patients via local radio stations and suggested the waiting room radio might be tuned in to a local station. In a future newsletter we will ask patients to give us feedback on this idea.

**Any other business:** Debs said the surgery would be putting up a banner in the waiting room in a bid to reduce the number of patients who make an appointment with doctors, nurses, phlebotomists and the resident pharmacist and then do not attend. She added that the process for dealing with DNAs was being tightened and Sue would be putting an article about it in the newsletter.

Richard was thanked for presenting an easy-to-read and understand report about the changes being made in the NHS via the Sustainability and Transformation Plan.

Debs said new guidelines had come out regarding secondary care. Patients in hospital who need a medical sick note for work should now be given it for the whole period by the hospital and should also be given the medication they need for the whole of their period of illness. Letters sent to GPs about patients who have been in hospital must be sent more quickly and if the surgery has to chase up such a letter it must let the CCG know.

**Date of next meetings:** Thursday, July 20, 1pm, and Wednesday, September 13, 6.30pm