

# *Newbold Verdon Medical Practice & Market Bosworth Surgery PPG*

## **Minutes of the Meeting held on 18.5.2017 At Newbold Medical Practice St George's Close 1 pm**

- 1. Apologies:** Rachel Cox, Debbie Always and Joyce Crooks.

**Attendees:** Ann Clay (Chair), Peter Dowell, Carmen, Mandy Amin, Terry Spence, Wendy Deacon, Sheila Beech, Janet Story, Grizelda Hargreaves, Sarah Peasgood (Receptionist), Debbie Alway (Receptionist), Rebecca Bowler (Practice Manager)

- 2. Minutes of the last meeting:** agreed to be a true record

- 3. Matters Arising: None**

- 4. Treasurers Report:** There is £3329.35 in the account. The raffle raised £ 314.48 but we spent £170.00 plus cakes (awaiting Barbara's invoice). It was agreed that Averil was missed selling raffle tickets and that we would concentrate on raising funds on flu day with as many PPG members being involved as possible.

- 5. Neighbourhood Parish Plan:**

Roger King and Clem Petcher attended the first 10 minutes of the meeting where they gave a very quick overview of the Newbold Verdon Neighbourhood Plan. Dr Davenport and Becky had met earlier that same week with Roger and Clem where they had provided the information necessary to describe the demand future new housing developments within the Parish would have on the Practice. This information will then be incorporated into the Plan.

Pete expressed his concern at the length of time we spent within the PPG meetings discussing the Newbold Verdon village plan. He said he didn't attend the meetings to discuss such things. Ann apologised and said any future talks about such matters would be kept to a minimum.

- 6. PPG Action Plan 2017/18:** It is our aim as a Practice to achieve Outstanding at the next CQC visit and as a result the PPG will conduct a Patient Satisfaction Survey concerning the care and services received from the Practice by our patients. Nationally we have been set a target to increase the percentage of patients using the online facility to 20%, currently we have 12% of patients signed up. It was agreed we could cover this within the survey by attaching the relevant form for patients to complete in order to gain online access.

In an attempt to alleviate the pressure from the Receptionists we also need to encourage more patients to use the self-check in machine. It was agreed PPG members would demonstrate the use of the self-check in.

In an attempt to promote the excellent care undertaken by our Advance Nurse Practitioners (ANP), we also agreed to hand the ANP leaflets out to our patients during this time.

We discussed the possibility of setting up patient support groups for patients who have recently suffered an illness, for example stroke or chemotherapy. It was felt this would enable a group of local patients to come together and share their experiences and offer support to one another. However, there would be an issue of patient confidentiality so those patients invited would need to be aware that other patients will then know what they are going through. A guest speaker could be invited. We could then offer tea and cake and members of the PPG could provide the cake to keep costs to a minimum.

Becky will speak to Dr Davenport and Dr Spaul to try and identify a small group of patients initially who would benefit from this initiative.

Grizelda asked if there was any way patients could be informed if there is a delay in seeing the Dr/ANP. Becky will look into the self-check in to see if there is an alert which could be used informing the patient of how many patients are in front of them at the point of check in.

**7 Feedback from PPG Network Meeting:** This was attended by Ann, Terry and Isla.

Ann advised the last meeting had been very interesting and informative.

There was an update on the changes to the health and wellbeing service, details of telephone advice lines, the new A&E at the LRI and details of the non-emergency transport provider. Ann advised if any member was interested to know more then they could contact her and she would send them more information.

Presentations had been provided on finance and the primary care services and social care within Leicestershire. They requested suggestions for topics for future meetings.

The next meeting is Thursday 27<sup>th</sup> July at 1.00. PPG members to let Becky know if you would like attend.

Quorn Medical Practice received outstanding in their CQC visit and Ann is keen to know more about how this was achieved and will make an attempt to contact their PPG Chair. Ann is also keen to make contacts with PPG Chairs from the surrounding area.

**8. Integrative Healthcare & Mentoring:** Terry talked about a TV programme he had seen with Michael Mosley in which they talked about the healthy gut diet. Terry has

been using a similar product for the last 2 years and has noticed an improvement in his health and weight. He has recently bought a new product and members asked him to let us know how he gets on with it.

9. **Feedback from Last Tea and Cake Afternoon:** We all agreed that last event had gone really well. Everyone who attended had joined in one way or another. It was decided we really need to try and look for another group of people to do a similar project with. MA suggested contact with isolated mothers of toddlers and young children.
10. **Health and Wellbeing Talks – discussed in point 6**
11. **Leicester Solidarity:** There is a patient who lives in Newbold Verdon who is a teacher and involved with the Leicester Solidarity Charity that helps refugees. Becky thinks we should invite her to our next meeting to find out a little bit more about what the charity does and to see if there is anything the PPG/surgery can do to help.
12. **A.O.B Grizelda** mentioned that Heath Lane Surgery had a dialysis room for people in the community and was this something we had thought of? The GP overseeing this at Heath Lane, Dr Priestman, has a background in this area but realistically it is not practical for us to offer this service as we do not have the space.

A friend of Wendy's had shown her a birthday card she had received from the surgery as she had turned 65 offering her a pneumococcal vaccination. She had advised the surgery she does not want to be invited for any vaccinations and feels it is a waste of money for the surgery. Becky advised that the cards are funded by the vaccine manufacturers and unfortunately when the report is run to find out which patients are eligible for the vaccine it is impossible to know she does not want this particular vaccine.

It was decided we should try and look for a new venue for the meeting as it is no longer practical to hold it at the surgery. Terry will look into this.

13. **Date & Time of Next Meeting:**  
**Thursday 20<sup>th</sup> July, at 1.00pm.**

The meeting closed at 2.30pm

Signed as a true record.....Date.....

