

## PPG MINUTES Tuesday 10 November 2015

There was no agenda and no minutes from the previous meeting.

### **1 WELCOME**

Welcome to Elaine who attended as an observer. Two others that were expected but not present.

### **2 THANK YOUS**

£150 had been provided by the Partners towards the Christmas meal at the Carpenters Arms. Sarah was asked to convey thanks to the partners from the PPG. Sarah thanked the PPG on behalf of the partners for their hard work throughout the year. Pam asked for Sarah to confirm the names of the partners for the benefit of the group.

Pam read out a thank you letter from Dr Williams thanking the PPG for the picnic hamper. Pam had emailed Dr Williams asking him which day he would be able to attend PPG meetings but he had not yet responded. Sarah will chase this up.

### **3 SUGGESTIONS FOR FUNDS/FEEDBACK**

Health Watch UK – pink pencils. Would like PPG pens/pencils with name and telephone number for outreach.

Drive to push voluntary driving scheme.

Flip chart for events. Surgery, dementia, promoting PPG. Wants Peter to get notice for get well corner.

PPG presentation for waiting room on TV.

Honesty box for books – ongoing.

Feedback forms from patients. A number of the forms have expressed that patients are unhappy about changes, who are the doctors, lots of coming and going and heard rumours that the 2<sup>nd</sup> nurse practitioner had left.

Sarah stated that there was difficulty recruiting staff and that many other practices were also recruiting and a number of changes being made and that there would be a nurse practitioner vacancy. Apologised for the lack of information but said the practice would be recruiting over the coming months and would ensure that the newsletters gave regular updates on any recruitments made.

#### **4 OUTREACH**

Lesley expressed that she was disappointed with numbers, but Pam said she was happy with the numbers (approximately 12 people). There were books for sale, free refreshments and toys, plants and puzzles.

Pam thought this was a good format for future meetings but that the layout of the room could be reconsidered.

Publicity needs improving. Nettleham is good but need to consider surrounding villages of Scothern, Sudbrooke, Langworth, Fiskerton, Reepham and Cherry Willingham. Pam asked about the possibility of using Cherry Willingham in the afternoons (eg Tuesday/Wednesday) when there were no surgeries as it is a central location. Changing the name was discussed to Nettleham Medical Practice PPG.

The increase in size of Cherry Willingham village was discussed. Outreach to try other villages and possibly combine with McMillan nurses, St Barnabas end of life care, Alzheimers. One representative. Nettleham fete. Outside shops.

#### **5 TREASURERS UPDATE**

- Accounts have been audited. Lesley will photocopy the accounts.
- Barclays statement (dated 6 November 2015) £2842.81.
- The PPG made £15 on the book and plant stall.

#### **6 VOLUNTARY DRIVING SCHEME**

Alan – Co-ordinator

PPG now has 13 drivers although 2 have long term illness.

July had a record number of jobs at 237.

October had 291 jobs (including 40 flu jab appointments)

September was a quieter month with 178 jobs.

Would like more volunteers particularly for Nettleham.

Flu appointments are coming to an end but the Retinopathy screening starts on 16 November.

The drivers had decided to keep the rates the same at 45 pence per mile (HMRC)

Lincolnshire County Council have produced a poster advertising the driving scheme.

## **7 SURGERY SPOTLIGHT**

Nothing to add, was just going to mention the doctors.

PRW availability.

It was suggested that a card and chocolates to be given to the auditor.

It was mentioned that sometimes when a transport patient cancels their appointment the transport isn't cancelled and this has happened 4-5 times recently. Sarah apologised and said she will remind receptionists and also when online appointments are cancelled so we need to see if anything can be done to avoid this and also when Drs and Nurses alter appointments. Also sometimes drivers are left waiting when nurses' appointments are running 30-40 minutes behind but this is unavoidable.

**AGM October 2016 - TBC**

**Date of next meeting Wednesday 13 January 2016 – 1 PM**