

**Minutes from Nettleham Medical Practice Patient Participation Group meeting  
24<sup>th</sup> March 2015**

The meeting was held at Nettleham Medical Practice and began at 13:00hrs.

**Opening Matters:**

Pam began the meeting by announcing 3 resignations from the PGG:

Pam gave a reminder about the soon retirement of Dr Baker from the GP's at the surgery; the PPG have bought a gift for Dr and Mrs Baker; an away afternoon at Branston Hall. A letter thanking the PPG from Dr Baker was read out loud to those in attendance expressing his gratitude to the PPG for their gift and their hard work for the patients of the surgery.

**Item 2: Outreach Meeting of the 25<sup>th</sup> February 2015**

Feedback was then given about the PPG's recent Outreach Meeting of the 25<sup>th</sup> February 2015. A brief overview of the evening was given and those present were thanked for their attendance and work in preparing for the evening. However it was noted the number of total attendees was not as hoped for, but Pam noted this will be a learning point for the PPG.

Despite numbers, it was a very informative evening for those present and the PPG is now recognised as a 'Health Watch Hub'. Discussion was held on the reasons for the low attendance; one view expressed was the lack of local advertising in village magazines, but it was agreed the main issue could be apathy in local communities. Sarah Liron noted that even small things such as weather could prevent someone attending and praised the PPG for the event. Pam praised the whole PPG as an amazing team and expressed her pride in their service. Praise was also given to the speakers who came to the event.

Discussion was held on the main duties the PPG would now have as a 'Health Watch Hub'.

**Item 3: New Wheelchairs for both Surgery Sites**

Sarah Liron noted that the surgery was seeking several new wheelchairs to be available for both surgery sites for patient usage. The total cost of 1 new wheelchair was approximately £210. Sarah politely requested to the PPG if they would consider funding the new wheelchairs, if this was agreed then the PPG would be credited for their generosity with the wheelchairs clearly labelled as donations from them. It was noted that the PPG could not legally own the chairs, but they would be donated to the surgery.

A vote was taken and it was agreed by the PPG they would fund the chairs.

A question was raised regarding the use of wheelchairs by the Voluntary drivers for their patients and the legality of them manoeuvring patients into and out of the chairs whilst transporting patients. The legislation was not immediately to hand and Pam and Alan will ensure this is discussed at the transport meeting.

A further point raised was regarding the concrete paving leading up to the main front doors of Nettleham surgery – It was noted there was a slight unevenness to this which could make it very difficult when wheeling in a patient (the gradient works against you). Sarah Liron will look into this issue.

#### **Item 4: Constitutional Changes and new executive committee volunteers**

Constitutional changes were discussed by the PPG; Pam raised a proposal for consideration that all Voluntary Drivers be granted full PPG membership status (including possessing voting rights), rather than remaining associate members.

A vote was taken which unanimously approved the motion in favour of granting these rights to voluntary drivers.

Pam next invited PPG members to put their names forward to be part of the new executive committee which is soon to be needed.

#### **Item 5: Treasurers Update and financial matters**

Ann gave a brief overview of the finances of the PPG.

- The raffle held at the outreach meeting raised a total of Ann noted the £15 which will remain in petty cash for the moment.
- The current total balance of the PPG stands at £2630.30
- The Outreach refreshments, Dr Baker's retirement gift and a phone top up for Alan Price's VDS mobile are all already paid for before the above balance is reached.

At this stage brief discussion was held into seeking a new contract mobile phone for Alan Price for use in his role as VDS co-ordinator. This will be looked into.

Pam related a meeting she will soon be attending as part of Nettleham Parish Council. She invited other members to attend also and the PPG will fund travel expenses for those who go at a price of 0.45p per mile.

#### **Item 6: Surgery Spotlight**

Dr Williams had given his apologies for being unable to attend today's meeting due to urgent clinical matters.

#### **Item 7: VDS update**

Alan Price gave an update on the current VDS status and figures;

- 163 total driving jobs were undertaken in February 2015
- 150 + at the time of the meeting for March 2015

Alan happily noted there have been 2 new drivers to the scheme since the last meeting; one from Cherry Willingham and one from Nettleham. Alan stressed to those present to help recruit more Nettleham Drivers!

Discussion was next held on the policy for Voluntary Drivers who were waiting at the surgery for long periods of time, for example when a patient had an hour long appointment.

It was noted that going forward drivers are very welcome to refreshments from the Nettleham Staff Room, but should not remain in the staff room once they have made their drink. Pam noted this was a difficult issue, but felt it important the surgery staff had a place they could go. It was also noted from a confidentiality point of view that GP's may need to discuss a patient in the staff room which was not possible if a driver was in there.

However it was noted that the planned PPG corner should soon give the drivers a comfortable place to rest.

A question was fielded to Sarah Liron that often a driver waits as a GP may be running late; Sarah will look into turning on a warning on the automatic check in system to inform patients when they arrive if their GP is running behind.

One issue raised was that sometimes drivers are not told their job is cancelled after a patient cancels an appointment. Sarah noted that sometimes this could just be human error, or if it was cancelled online, sadly the surgery would never know to call the VDS. Sarah suggested the surgery would look into a pop up message for patients reminding them to cancel transport if they cancel an appointment online.

A final discussion point related to if a driver felt a patient simply no longer could get into their vehicles; Sarah asked drivers in these situations to make the surgery aware so home visits from GP's can be arranged if needed.

#### **Item 8: Alzheimer's Course**

Pam noted that several members would be attending this course and offered any others to join who would like to do so.

#### **Item 9: Closing matters and date for next meeting**

Sarah took a question regarding the proposed new housing development in Nettleham and its potential impact upon the surgery. Sarah noted that it may impact services due to its size but that the surgery would respond accordingly.

Sarah took a further question for Dr Williams regarding the usual GP scheme and difficulties patients were having seeing 'their doctor'. Sarah said the practice was aware of the national issues faced by practices with access and appointments and that patient continuity was important to the practice. A further discussion was then held.

Two dates were proposed for the next meeting of either the 13<sup>th</sup> May 2015 or the 20<sup>th</sup> May 2015 – Pam and Sarah will discuss this and email the PPG the final date when it is decided.