

## Minutes from Nettleham Medical Practice PPG Meeting 03<sup>rd</sup> February 2015

The meeting began at 13:02.

Peter Gull chaired today's meeting. Peter began by giving the apologies for the day's meeting.

Peter began by going over the previous meetings minutes.

**Treasurers Update:** The treasurer gave an update on the current standing of the books, with a balance of £2444.31.

**Drivers update:** 178 driving jobs were done in January 2015 by Alan and the drivers. Alan Bunn noted that there had been a couple of errors recently with the information that had been given on the forms for bookings. He further noted about receipts for the monies the drivers dropped into the surgery. Peter related that he had spoken with Pam about this and it was in hand.

Sarah asked about the errors in more detail and noted the error could be at various stages, be it the NMP staff member making the request, or further down the line when messages are passed on.

Sarah noted that she would like any errors such as this to be fed back to the surgery to aid improvement. Sarah apologised for the errors on behalf of the surgery.

One member noted that one child patient had attended via the driver's scheme and the parent did not provide a booster seat; was this acceptable for the PPG drivers or was it not needed? Sarah asked if Alan B could check the legality of this with the council. Dr Williams noted that before this was clarified the drivers should decline any child bookings. Discussion was held regarding the viability of child seats for children.

Peter Gull noted one example in the bookings process where an appointment had been cancelled for a patient but that the drivers had not been notified of the cancellation, hence resulting in a wasted journey. Dr Williams noted that if a patient cancelled an appointment online then sadly NMP would not know to cancel a transport booking as they would have no knowledge of the cancellation. Sarah and Dr Williams will look into a reminder on the surgery website to patients regarding this.

Pam at this stage presented a receipt book for the practice for the purpose of handing to a driver when dropping of VDS monies at the surgery. One will also be supplied to the CW branch surgery for drivers.

**Outreach Update:** Peter gave an update on the outreach meeting. There will be two meetings, one on each side of the Wragby Road. Pam updated those present on the exec committee meeting at which this was decided. Alan Price will be organising transport. Discussion was held regarding the meeting and timings for members to arrive to help set up. Pam asked if everyone present could bring as many people to the meeting as they could invite. Peter thanked Sarah for the posters she had made to advertise the meeting and Sarah presented these along with the A5 leaflets that will be supplied to patients in both surgeries and by the VDS drivers whilst on transport jobs. Discussion was held on other local areas where the meeting could be advertised and clarifications given on the administration behind transport arrangements for the evening.

The venue was next discussed in relation to the speakers and if amplification was needed to aid them. Sarah Liron suggested notifying the hall to ask if they had any PA equipment that could be provided. This will be looked into.

Peter asked if notices could be placed out as soon as possible as the meeting is now 3 weeks away. Volunteers will distribute the posters in the coming days. Pam asked for any queries to be directed to her.

**Surgery Spotlight:** Dr Williams gave an update on the surgery; Dr E Molave has now started full time at the surgery. Dr Williams also reminded those present of Dr Bakers retirement in April and the surgery has plans for long term locums to cover his absence until a more permanent solution can be found.

Dr Williams acknowledged the difficulty of seeing a GP of a patient's choice. The surgery is doing its utmost to alleviate this. Dr Williams stressed the surgery is in a transitional phase at present and hoped that the situation would improve as patients became more familiar with the new doctors. Dr Williams suggested encouraging patients to have a back-up doctor who they could ask for if their first choice was not available.

One question was raised on if the patients with a "named GP" had any preferential treatment when it came to getting an appointment. Dr Williams clarified that the named GP was overall responsible for a patients care. Dr Williams also clarified the surgery was in the process of planning for the affected patients when Dr Baker retires.

**Reception Renovation Update:** Sarah reported that the reception renovation was now going ahead and was half way through its planned duration. Sarah noted progress was going well and that the PPG corner would be back on track once this work had been completed.

21/04/15 – Large Church school room in Nettleham – Alzheimer's awareness course for any PPG members to attend if they wish for an educational evening. It will be a one hour course from 2-3pm with refreshments available for attendees. Pam would like all committee members and drivers to attend, especially drivers, as it will primarily benefit them and the patients they regularly transport.

Please email Pam if you would like to attend. Pam gave a brief update on the CCG meeting she had attended today and that PPG members had been actually invited to vote and give feedback during a decision making process. Pam noted the recognition this meeting showed PPG's were now getting nationally

**Closing Matters:** Raffle donations were given to Anne in readiness for the Outreach meeting later this month.

Next meeting date: **Pam will email Sarah to discuss a potential date.**

**April's meeting – AA meeting instead, no regular PPG meeting.**