

East Bridgford Medical Centre - Patient Participation Group

Minutes of the Meeting Held on Tuesday 3rd April 2018

Present: Jackie Wheeler (Chair) Carole Sykes
Rex Barnet Gillian Stevens
Ian Holden Carol Habieb
Heather Rodrick Johanne Bloor (Part)
John O'Hare (Min. Sec) Andrew Whincup

Apologies: Mike Handy, Dr. Chris Cope

Minutes of Last Meeting of 20.02.2018: These were agreed and signed by the Chair.

Matters Arising from the Minutes:

Minutes of Meeting of 14.11.2017: Carried forward to next meeting – **JS**

Alternate email address for PPG: Carried forward to next meeting – **AW**

PPG / vPPG Coding: JB advised that she had checked and verified that all PPG committee members are now additionally coded as vPPG members and in future will receive all notifications sent to the vPPG.

Winter Newsletter: The draft newsletter distributed for comment and the Practice Report had not completed and had not been distributed. JW suggested and it was agreed that it should be re-titled Spring Issue and distributed during April – **JS**.

Health Event 12th May: HR and JO had met with AW and an programme had been established for the event. JO was obliged to submit a non specific outline of the event to the EB Village Magazine for inclusion in the April issue. **JO** to provide revised event notification to EB Village Mag and to C.Henwood for other local mags.

AW had spoken with Dr. Cope, Dr. Pryor and Sarah Morrell (Health Coach) and will provide a programme / poster in laminated form (20). Each speaker will give 25 minute presentations and be available for the Q&A session.

Tea / Coffee / Biscuits will be available. **HR** to borrow cups / saucers from the WI. Sign in / sign out will be required in addition to feedback sheets. Set-up will take place on the 11th from 5.30pm. Access on the 12th to prepare will be possible from 8.30am Breakdown and return of chairs will be on conclusion of the event.

All PPG members are requested to provide help / support for the set-up on the 11th and the breakdown on the 12th.

Minor Patient Survey: No one had been able to acquire a copy of the National NHS Survey Form. There had been no feedback from the Practice as to the type of survey they would like to see. GS advised that a Community Survey was to be undertaken later this year which would include a Health Section. **JO** to contact P.Andrews to see if we can 'piggy back' their survey.

Friends & Family - Feedback: The number of written forms had diminished. The number of text responses and content was unknown. JO reported that F&F text messages are received on patient's mobile phone after each consultation. **AW** to look into and to advise where the responses are stored.

Practice Briefing: AW advised that due to year end, there were few changes. Certain up-skilling of HCA, and Nurses was in progress to enhance services provided.

PPG – Conference: GS and RB indicated a willingness to join with JW on 7th June. One place remains available – please contact JW

NHS 70th Year Celebrations: The PPG was unable to suggest any meaningful activity / event.

Patient Feedback:

JO advised of a message left on the EB Care Group (CG) phone to pick up a patient, who had suffered a serious foot injury, from the village car park. The CG phone answering service is not monitored 24/7 and the transport service offered to EBMC patients is for pre-booked appointments only. **JB/AW** to review the incident and ensure that the EBMC team are familiar with the role of the CG.

RB advised of a delay in being able to obtain INR results following tests undertaken on a Friday. **JB** suggested a review of the procedure on Fridays may take place.

On behalf of diabetic patients, JO asked how they could have access to their GP Health Record for test results which are required on the DESMOND Consent Form. When patients are registered with EBMC On-Line Services, they are unable to view test results etc. JB advised that, if an informal request was made and the GP agrees, additional health record information may be available on-line to the patient.

Date of Future Meetings:

Revised to: **May 15th**

June 26th

August 7th

The meeting closed at 18.20hrs