

DERBY ROAD HEALTH CENTRE

Patient Participation Group Meeting

“Your Voice”

Monday, 3rd November 2014 at 5pm

Minutes of the Meeting

Practice Attendees: Emma Bravery (Managing Partner),
Anna Benner (Practice Assistant)

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood,
Rupert & Hazel Sadler, Albert & Corinne Hayes, Derek Shepherd, Glynis
Randle, Miss Jean Eyre, Chris Kerry

Apologies: Louise Perkins, Patrick Randle, Alan Gough, Harry Hatton,
Margaret Gotheridge, Keith Morris, James Brown, Paulette Williams,

Agenda:

- 1) New Practice Manager – Louise Perkins sent her apologies, unable to attend due to family illness.
 - LP - Louise started three weeks ago at the practice as the new practice manager and her main responsibilities are managing staff and the day to day contact with patients. She is also responsible for the day to day running of the practice and will manage any complaints.
 - EB will stay on as Business Manager working 8 days per month managing the strategic and financial management of the practice.
- 2) Appointment System Update
 - Louise will be taking over operations and procedures and therefore will be happy to discuss the appointment system with the group at the next meeting.
 - Responsive Audit – results not available until Tuesday, 4th November, to be discussed at the next meeting.
- 3) DNAs – (Did Not Attends)
 - In an attempt to tackle DNAs, starting next Monday, patients will have the ability to cancel appointments via text. The hope is that once a patient receives the text reminder, they can reply to cancel if they do not wish to keep the appointment.
 - Letters continue to be sent to the worst offenders.

- 4) Boots Pharmacy – Jodie the pharmacist, has stayed at the pharmacy to work for Boots and is in agreement that the pharmacy should be open the same hours as the surgery. We are currently trying to come to an agreement with Boots regarding this.
 - We hope to arrange for a representative to attend the next PPG meeting.
 - There were questions raised regarding ordering repeat prescriptions through the pharmacy and EB agreed to pass this query onto Louise for further investigation.
- 5) CQC Visit – since the surgery has not been contacted yet by the CQC, it is felt that we are probably not on their list for an inspection in the near future. However, PPG members were asked to sign consent forms if they were in agreement that the CQC could contact them.
- 6) South Notts Transformation Plan – continuing to serve patients by streamlining health and social care services across the whole of the country.
- 7) Unavoidable Admissions – Enhanced Service
 - A detailed Care Plan has been developed for each patient. (240 in total)
 - The list continues to be reviewed monthly as well as A & E attendances.
 - A separate telephone number has been given for the ambulance service for contacting the surgery in such cases.
 - Jakki to do 'admissions follow-ups'
- 8) CCG App – a link has been added to the website for those patients interested in learning more regarding the app and for those wanting to keep up to date with its progress. - ACTIONED
- 9) Family & Friends Survey – this replaces the national survey and will begin in December. Cards will be in the waiting rooms for patients to complete and results uploaded to be assessed. DRHC will carry on with their own in-house surveys.
- 10) AOB
 - EB – thanked the group for their support over the years and SH agreed with the group that they were thankful to EB for her efforts and involvement in the group.
 - Leafleting – it was thought that the Wollaton area might be worth targeting for patient registrations for DRHC.
 - Staff Changes – although these are already put in the newsletters, it was agreed to include any future role changes, eg Diabetic Specialists coming in, nurses moving to/from GFMC/DRHC and to inform patients via recall letter – EB to pass to Louise to see if this is practical. And also to add this type of information to the website/facebook.

- SH – it was suggested that Louise have a photo in the waiting room so that patients could see who their new practice manager was.

11) Next Meeting – Monday, 12th January 2015 @ 5pm