

Derby Road Health Centre Patient Participation Group

Meeting – Tuesday 1st November 2017 at 5pm

1. Ann Ceurstemont agreed to take the minutes

2. Apologies and Introductions

Apologies: Patrick Randle, Keith Morris, David Ward, Phil Pendleton, Hazel Sadler, Nikki Wood, Anna Benner

Present: Stephen Hyde, Mary Stokes, Ann Ceurstemont (Minute Taker), Rob Kirkwood (Chair), Corinne Haynes, Rupert Sadler, Dawn Hazle, Darshan Singh Nunwa, Harbhajan Kaur Nunwa, Margaret Gotheridge, Glenys Randle

3. Minutes of Meeting of 13th September 2016

The minutes were agreed to be accurate but incomplete, specifically regarding the restoration of the PPG noticeboard.

4. Report from DRHC on CQC

RK read out a written report from NW.

“We have submitted officially our concerns and will be sending in a response via the factual inaccuracies route by 06/10/2016, the report will then be reviewed by a national panel who will hopefully take into consideration our concerns around outcome.”

It was noted that DRHC had received a Good rating across the board, which is very creditable.

5. Sharing of PPG Members’ Contact Information

All members present are happy to share e-mail contact information with each other and telephone numbers which have been shared on the patient PPG leaflet.

6. Awareness Raising at the ‘Flu Clinic

MS, with support from HKN, distributed 60 leaflets and talked with patients at the 8th October ‘flu clinic. PP had been ill. It was considered to be “well worth doing”. There was general satisfaction with DRHC. Thanks were expressed to both. RK has received one direct enquiry from a potential PPG member.

7. Future Awareness Raising

Other clinics take place as follows: “baby clinic on a Wednesday morning between 9.30 and 11am, Acupuncture on a Thursday all day, Physio Clinics, Monday morning and Wednesday afternoon, midwife appointments all day Tuesday and all day Wednesday”. It was agreed to carry out an awareness session at a baby clinic before Christmas. RK and AC will liaise and determine a date for this.

8. Management of Notice Board

The noticeboard has been reinstated. A copy of the PPG patient leaflet will go on it. MS has agreed to keep an eye on the board

DH volunteered to put together a PPG slide for the "TV screen". This was welcomed. DH and RK will work on this.

9. Relationship with DRHC

No one from DRHC was present at the meeting. After consultation with SH, RK had e-mailed NK and AB as shown:

"As already mentioned, it is very disappointing that DRHC won't be represented at the next DRHC PPG meeting. I take it that this is still the case? We do appreciate that not everyone can attend every meeting and that timing can be an issue. However, having no member of staff present will send a demoralising message to us. Consequently it is inevitable that we will spend some time during the meeting considering the current relationship between the PPG and the practice.

To help move things forward, I think that it would be very helpful to have a statement from the partners on how the practice sees the PPG. This would help us all to focus on what needs to be done to get the relationship on the right footing, which is what we all want. All the PPG members are involved because we care about DRHC. We really do want things to work."

A full response is awaited.

SH pointed out that patients are at the centre of the practice. All agreed that the PPG would like a member of clinical staff to be involved. PPG members have never been informed why one of the partners no longer attends.

It was agreed by all present that the PPG feels that in recent times there has been a relative lack of support from DRHC and the group would like this to be addressed.

10. DRHC Survey

In the past, the DRHC patient survey always came to the PPG in draft before it was released. Only RK and SH had been consulted this year. SH noted that the Communication section had been omitted compared with the 2015 survey. The PPG was unclear about what the process had been this year. Why hadn't it come to the group this year to allow the usual proper consultation? It was agreed that we should have been consulted and properly involved. This will be raised with DRHC. RK will ask if there is anything that the PPG can do to help increase uptake of the survey.

11. PPG Activities: What do we do next?

This was covered under earlier items. If members have any further thoughts, please tell RK.

12. AOB

None.

13. DONM

Tuesday 10th January 2017, 2pm.