

# Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



## Minutes of the meeting held on 2<sup>nd</sup> July 2018

**Attendees:** - RC – Chairman  
CP – Vice Chairman  
NW - Member  
CC – Member  
KW - Member  
BA - Member

**Apologies:** - HC – Member  
SC – Member

### 1. Minutes of last meeting

Minutes of the last meeting were approved.

### 2. Matters Arising

RC welcomed BA, a new member of the group.

RC and CP emphasised the need for all members to be pro-active and asked for support in sharing the workload currently falling on them. Members agreed to assist with initiatives and activities.

The suggested revision of the meeting agenda was approved and used for this meeting.

The Practice Manager or Doctor to be invited to the next meeting. **Action – RC to make approach.**

The suggestion to create a separate bank account for the PSPG was agreed. It was agreed that two signatories would be required – a PSPG member and the Practice Manager. KW agreed to act as Treasurer. **Action – KW to identify an appropriate account and begin the process.**

RC had made contact with our sister practice at Bull Farm and their Vice Chair has been invited to the next meeting.

It was suggested that a dementia awareness event could be a possible joint activity with our colleagues at Bull Farm. **Action – RC/CP to discuss with Bull Farm vice Chair.**

### 3. Report from Practice

- KW introduced DNA data for the last 6 months. It was apparent that there had been a significant reduction since the beginning of the year and a month on month reduction since March 2018. The figures for March were 43 missed appointments whilst for June this had reduced to 24.

Members considered what factors might be behind this improvement. KW explained that text reminders were being sent out and a change to the appointments booking system now released more "on the day" appointments especially with the Advanced Nurse Practitioners (ANP).

It is hoped that this downward trend can be maintained.

- KW circulated a revised contact list for members. **Action - KW will update it with information from CC and BA.**
- KW informed the PSPG that one of the ANPs was moving on to a new practice. **Action – The practice will be recruiting another ANP to fill the vacancy.**
- KW reported that the surgery's rating on NHS Choices had improved to 4 stars following recent positive feedback.
- KW circulated correspondence from East Midlands Ambulance Service together with Newark and Sherwood/Mansfield and Ashfield Clinical Commissioning Groups asking for volunteers to join their "patient voice groups". An e-bulletin regarding recent events and activities from the National Association for Patient Participation (NAPP) was also circulated. **Action – BA confirmed that he was a member of the Joint Clinical Commissioning Group's Patient and Public Engagement Committee referred to in the correspondence and would include the views of Pleasley in his work on this group.**
- KW also circulated a contact sheet for members of the local Pleasley Parish Council. Following discussion, it was felt that the parish council should be invited to send a representative to the PSPG. **Action – KW to approach the council and invite them to send a member.**

#### **4. NAPPG information/updates**

CP reported on her attendance at the NAPP Annual Conference held in Nottingham on 9<sup>th</sup> June 2018 focussing on "40 years of patient engagement". CP had been particularly impressed by the presentation made by a GP that highlighted the discrepancies in funding per patient for GP services compared to other areas of NHS service provision.

RC and CP reported that they had attended several local networking meetings for Patient Participation Groups over the last two months.

CP reported that GP practices rated as "GOOD" by the Care Quality Commission would routinely be revisited every 5 years in future.

#### **5. Activities/links with other local PPGs**

See above item and item 3 regarding working with our sister practice at Bull Farm.

#### **6. PSPG Development Plan update**

- KW reported that the Annual Patients' Survey was due to be undertaken. It was confirmed that this would take place over the two weeks commencing 19<sup>th</sup> July 2018. A number of members volunteered to distribute questionnaires and helping patients to fill the form in if required. **Action – KW to circulate a list of dates and times of member involvement.**
- Members reviewed the draft questionnaire and asked for an additional question to be included regarding ANP appointments. **Action – KW to amend questionnaire prior to printing.**

- KW reported that the Autumn Flu vaccination sessions were currently being planned and volunteers from the PSPG would be invited to assist as in previous years. **Action – KW to confirm dates and seek volunteers.**
- RC reported that the walking group was going well. It was suggested that a future walk/event could combine a fund-raising element in support of the Beacon Project, our chosen charity. **Action – RC to look at possible options report back.**
  
- **Once again a big thanks to Neil for taking/preparing the meeting notes.**

#### **7. Time and date of next meeting**

**1pm August 20<sup>th</sup> 2018 with the time to be confirmed.**