

PPG Meeting

Monday 25th April 2016

3.00pm – 4:30pm

Attendees:	
Sarah Morcom – Practice Manager	Claire Haynes – SDCCG Engagement Manager
Mr Shyamal Mitra – PPG member	
Mr John Harpur – PPG member	
Mr Grant Fletcher – PPG member	
Mrs Sonia Fletcher – PPG member	
Mrs Lynn – PPG member	

Welcome	Action
Sarah – Practice Manager (PM) introduced members of the group. Dr Cherukuri attended the meeting for a short while and thanked members for attending	
Notes/actions from previous meeting	
Nil – First meeting of a ‘face to face’ group	
Role of PPG – Sarah Morcom, Practice Manager, Derwent Medical Centre	
Sarah explained the role of the Patient Participation Group (PPG) – patients have a key role to play as partners in both supporting the development of general practice and ensuring sustainability of the NHS as a whole. The purpose of the PPG is to ensure that patients and their carers are involved in decisions about the range, shape and quality of services provided by their practice. The PPG can gain and act on a range of patient and carer feedback from <ul style="list-style-type: none"> - GP patient survey - Reviewing complaints and suggestions - Healthwatch England - Friends and Family Test (FFT) - Care Quality Commission (CQC) reports 	
Role of PPG – Claire Haynes, Engagement Manager, Southern Derbyshire CCG	
Claire explained her role at the CCG and the functions of the CCG – The CCGs buy a range of quality services for GPs to provide, as independent contractors, for their patients. She explained the role of the PPG in representing the patients of the practice. PPG members are volunteers being an independent voice of the practice. She explained the work PPGs do in other practices e.g. Handing out patient questionnaires, supporting and encouraging patients to attend flu clinics etc.	

Mission Statement	
Sarah handed members a copy of the practice 'mission statement' and asked members for their comments and views.	
Frail Elderly Patients	
Mr Mitra asked how the practice managed housebound patients especially those who were frail and elderly. Sarah explained the various disease registers for those patients who suffered with diabetes, asthma, chronic obstructive pulmonary disease (COPD) and the enhanced service provided by the practice, to ensure that patients who are frail/elderly and at risk of a hospital admission are taken care of by the practice	
Patient Survey	
Sarah explained that the practice would be carrying out an annual patient survey within the next couple of weeks and asked that all members kindly complete the survey. The survey will be available to patients both online and in paper form. The group agreed to review and discuss the results of the survey at the next meeting	
Patient Appointments/Access	
There was a general discussion around appointments/access to see a clinician. The group expressed positive feedback on availability of GP appointments and the helpfulness of the receptionists.	
AOB	
<ul style="list-style-type: none"> - It was agreed that the group should meet four times per year (every 3 months). Minutes would be circulated and put on the practice website. <p style="text-align: center;">Next meeting: 11th July 2016 – 3 p.m.</p> <ul style="list-style-type: none"> - Sarah stated that she was more than happy for members to email her with any comments/suggestions and would email all members with her email address 	Sarah