

## Aspley Medical Centre

### Patient Participation Group

#### Minutes of meeting held - Tuesday 11<sup>th</sup> December 2018

<b><u>Present:</u></b>	Valerie Morley	-	Practice Manager
	Angela Addison	-	Practice Nurse
	JR	-	Patient (PPG Member)
	Claudine Clarke	-	Secretary (Minutes)
	TW	-	Patient (PPG Member)
	EK	-	Patient (PPG Member)
	PS	-	Patient (PPG Member)
	SP	-	Patient (PPG Member)
	DW	-	Patient (PPG Member)
	Louise Knott	-	GP liaison Woodthorpe Hospital
	Sophiea Ali	-	Private patient manager Woodthorpe Hospital

#### **Apologies:**

	JI	-	Patient (PPG Member)
	SE	-	Patient (PPG Member)
	JS	-	Patient (PPG Member)
	VH	-	Patient (PPG Member)

#### **Agenda Items:**

1. Introduction/Welcome & sign-in/Apologies
2. Last Meetings minutes
3. GP liaison Woodthorpe Hospital - Louise Knott
4. Fund raiser/ Coffee morning
5. Patient questionnaire
6. Practice improvements following the flood
7. PPG members questions
8. A.O.B - next meeting date to be agreed

1. Valerie welcomed the group and also new members to the PPG were also in attendance and welcomed everyone to the PPG Christmas Fuddle.
2. The last meeting minutes were checked and agreed.

3. Louise Knott, GP liaison from the Woodthorpe hospital attended with colleague Sophiea the private patient manager. They gave us a detailed overview of all the services that the Woodthorpe provides. Patients can be seen privately or on the NHS.

Louise also explained that the hospital sometimes arranges outreach clinics for patient.

4. Valerie told the group that the coffee afternoon fundraiser was very successful and thanked JR one of PPG members for all of her help. We raised approximately £300. Valerie said that we may have benefited more, if the fundraiser took place at a different time, for example during clinic rather than between surgeries. The fundraising money will be spent on equipment for our nursing team to benefit our patients and what we purchase will be displayed in our waiting room and also put on our website.

We will be looking at other fundraising ideas for the future. PPG member SP suggested that maybe we could do a fundraiser associated with the heart on Valentine's Day. The group agreed that was a nice idea.

EK mentioned possibly putting up a large thermometer in reception that shows the amount of money we have raised so far and also to accept voluntary donations.

5. The original patient questionnaire was reviewed and members were asked for suggestions of what should be included in the next patient questionnaire. This will be reviewed at our next PPG Meeting in March 2019.
6. Valerie said that following the flood in the building, there have been improvements made around the building such as new flooring in the waiting areas, the upstairs staff corridor and PM's office. Also the staff room is being re-fitted due to the flood which should be a big improvement and also help the practice to comply with Infection Control.
7. EK asked if retired nurses or possibly a bank staffing system would be an option to help lighten the work load for the nursing team. Nurse Ange said that once a nurse has retired she can't return to practicing as a licence has to be reviewed every 12 months. Ange said that currently the practice is supporting the HCA's so they can expand their roles to include dressings and ear syringing.

TW asked if all medication dates could be synchronised. Ange said that medication can be reviewed by Chimdi the clinical pharmacist and that it could be arranged following review.

A.O.B

Changes to our current appointment system starting on 7<sup>th</sup> January 2019 can hopefully offer more appointments and this will be reviewed and discussed at our next PPG Meeting in March 2019.

The next meeting date of 12<sup>th</sup> March 2019.

The meeting came to a close at 13.18pm.