

# **Chilwell Valley & Meadows Surgeries**

Patient Participation Group Meeting

Monday 19<sup>th</sup> November 2012: 6.30pm

## **Minutes**

**Present** – Glen Swanwick (Chair), Martin Stockdale (Vice Chair), Malcolm Pattman, Doug Harper, Norma Carless, Maria DiMarino, Ali Harvey, Sheila North, Susan Bexon, Dr Dick Churchill, Dr Jim Threlfall, Linda Allum.

**Apologies** – Mike Lewis, Jean Hopcroft

### **2. Minutes of Last Meeting**

There is no mention of updating the practice website which was discussed at the meeting, otherwise the minutes were approved.

### **3. Terms of Reference**

With reference to examples of Terms of Reference from other groups a discussion was held on what the group wanted to include. Statements of objectives, membership, AGM and other statutory items were agreed and Glen and Martin will prepare a draft for the next meeting.

### **4. Update on Nottingham West CCG Activities and PRG**

Martin and Glen gave the group an outline of the content of the recent meeting which they attended, where they had a talk about carers and awareness of young carers and discussed Broxtowe Health Profile.

### **5. Priorities for Annual Patient Survey**

After discussion it was agreed that the GPAQ questionnaire covered all the areas of interest and should be used for the next patient survey. Dr Churchill will invite comments again from the e-mail group before use.

### **6. Items raised by e-mails for PRG Strategy Day**

Availability of counselling and more focus on health promotion and wellbeing as such advice coming from their GP practice maybe far more effective than national campaigns – these were agreed as important.

Not enough physiotherapists; we should have one in the practice – A physiotherapist does see patients in the surgery but referrals are via a central referral system.

Dedicated number for same day appointments – This was discussed but agreed that this would not really improve the current system.

### **7. Items raised in relation to the GP Practice**

Scripts by phone and delivery of medication by pharmacy – These were discussed as ways to ease problems during the tram works.

Tram works; emergency plan because of tram building incidents – Dr Churchill assured the group that the practice does have a comprehensive business continuity plan in place to cope with any emergencies.

Lack of Health Visitors – There is a current recruitment drive.

Update on progress towards a Tri-age system for relieving pressure on GP appointments – This is ongoing.

New practice computer system – what new flexibilities will this allow, e.g. automatic texts to remind patients of appointments? – It was suggested that the practice IT manager be invited to the next meeting.

### **8. Any Other Business**

It was agreed that the website information should be updated.

The practice was congratulated on achieving accreditation for Level 2 of the ADVANCE scheme, which is a set of quality standards. Chilwell Valley and Meadows are only the second practice in Nottingham West to achieve this so far.

Dr Churchill told the group about the forthcoming Care Quality Commission registration which practices are required to complete before the end of the year.

There was discussion regarding an exercise group for Parkinsons patients which is not currently funded for patients in this area.

Maria kindly agreed to make a larger poster for each practice advertising the next meeting.

### **9. Date of Next Meeting**

Monday 21<sup>st</sup> January at 6.30pm at Meadows Surgery.