

Derwent Valley Medical Practice – Patient Participation Group

Meeting – Friday 8 March 2024 at 13:00 to 14:30

<p>Attendees: [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Toni (Social Prescriber).</p>	<p>Apologies: [redacted], [redacted], [redacted].</p>
<p>Notes of Last meeting: 26 January 2024</p>	
<p>Communications/Correspondence: None</p>	
	<p>Action points:</p>
<p>1. [redacted] welcomed everyone to the meeting.</p>	
<p>2. <u>Speaker – Toni – Social Prescriber</u> Works across both Surgeries sites. Supports people with difficulties to cope with everyday activities, interfacing with Social Care, Mental Health, long term pain management and Work Well Projects. Also works with housing, helps debt, gambling, facilitates visiting social events. Referrals received from GP/other surgery staff. Toni helps people on Unemployment Benefit to get back into work. Generally, acts as an advocate for patients to access services including coffee mornings (Spondon Liberal Club) etc. Service is for over 18's, when asked to work with a child she will work with the parents not the child directly. <i>Was there was a time limit on Toni's services for a patient?</i> Initially 1-hour session on referral and then she spends as much time as necessary to build their confidence and helps them to access services etc. Toni often uncovers other issues in relation to a patient which she is then able to help with. She prefers to see people outside their home, however home visits are available on individual need, e.g. elderly house bound. Before she came into social prescribing, Toni worked in community development. [redacted] asked <i>Why is Toni not being offered more widely?</i> Due to massive workload. Gemma commented it has taken 2-3 years to develop this service and are happy that it is now fully developed. GPs are very confident that Toni help patients to make the necessary changes in their life. [redacted] asked <i>If they were integrated with Derby County Community Trust?</i>, which Toni said they were. [redacted] asked if asking Toni to Speak to the PPG had been useful to the group and everyone agreed it was. Future Speaker Suggestions: Pharmacist, Mental Health, Physiotherapist, or Care Co-Ordinator, Office Supervisor, and Receptionist.</p>	<p>[redacted]</p> <p>[redacted]</p>
<p>3. <u>Practice Update - Gemma</u> [redacted] Practice Manager) 1) <u>Staff Changes:</u> Catherine Advanced Nurse Practitioner is leaving at the end of May.</p> <p><u>Practice Update (continued)</u></p>	

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<p>2) <u>Buildings Works</u> Starting soon at Spondon Surgery for 3 weeks digging up the floor in a Storeroom. No further updates from Gemma.</p> <p>3) █████ asked Gemma <i>if there was a good uptake from the <u>Measles vaccinations?</u></i> as a follow up from the last meeting. The uptake had not been that great.</p> <p>4) █████ asked about <u>Missed Appointments /DNA's- equating to 61 hours in February, posted on Practice Facebook Page</u> █████ suggested that other surgeries included a cancellation link in the SMS/text message when confirming each appointment, the link takes the recipient to the practice website. █████ asked if this could be adopted by the surgery, so patients are directed to the correct part of the Practice web page enabling patients to more easily be able to cancel their appointment. Trying to find how to cancel via the 'front page' on the web is not easy to find. Anne asked about <i>when the SMS messaging for appointments is sent?</i> On making appointments and then again, the day before the appointment date to remind the patient. The reasons for DNA's were discussed at length and Gemma explained the DNA policy. Concern was expressed that patients with mental health issues may find it difficult to call to cancel their appointment. █████ asked <i>if a SMS message could be sent when people do not attend?</i> Gemma says this already happens. Patients are sent letters.</p> <p>5) <u>Smear Saturday:</u> █████, █████ and J████ are attending St Marks Road tomorrow from 8am-12 at the invite of the practice.</p>	<p>Gemma to look into including a link when patients receive an SMS appointment reminder for appointment cancelation.</p> <p>Missed appointments/DNA a future Audit project.</p> <p>Give out draft PPG information and questionnaire about access to Smear Saturday.</p>
<p>4. <u>Apologies and Agree Meeting Minutes for Last Meeting</u></p> <p>Apologies and been received from █████ and after meeting from █████ and █████</p> <p>The minutes of the last meeting were accepted as being accurate.</p> <p>5. <u>Actions from last meeting:</u></p> <p>1) <u>Terms Of Reference</u> █████ said the content was fine but, in his view, it needed reformatting. <i>Continued overleaf:</i></p> <p>2) <u>Confidentiality</u> █████ asked <i>if people were happy with this section of the document?</i>, we need to get it agreed pretty quickly. It was agreed</p>	<p>Publish minutes on website</p> <p>█████ agreed to amend.</p> <p>█████ agreed to amend.</p>

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to use the existing documents for those working in the practice tomorrow “Smear Saturday” but then amend that part of the document to include alongside non-disclosure to the press; non-disclosure on Social Media (Facebook etc)

3) Membership Forms

█████ said he wanted to ensure that leaflet/ application form was in line with the group Terms of Reference.

4) Questionnaire

█████ introduced saying that █████ and █████ had made a good job of putting together the questionnaire.

Question 3 and 5 to be combined and therefore other questions need to be re-ordered to make it logical. C█████ suggested that the questionnaire should be asked if recipient had any further questions.

█████ asked about continuity of care and follow up in roundtable discussion. █████ suggested to add: Would you prefer to see the same Dr again?

█████ asked if we could put the questionnaire on Survey Monkey as well as paper. Also asked if we could send out SMS messages inviting completion online.

█████ asked if there was a hub session at Spondon tomorrow Gemma confirmed and the appointments were released today.

As above.

█████ to do a poster for notice board for PPG.

█████ and █████ to finalise changes.

As Above

6. Group Feedback/Round Table Discussion:

Carer Support: Discussion re facilities for carers of patients to get help /support/care. Gemma said there was a Carer’s Association for Derbyshire that it was and she has recently tasked one her team to look at updating the list of carers.

A member the group has an interest/experience in carers of young people and could be a resource for others.

Continuity of Care: Questionnaire regarding continuity of care and follow up. Discussion suggested that GP’s requested/ had made the next appointment.

TV Screen Feedback: TV screen content was not readable specifically portrait screenshots, from the back of waiting room. There were still appointments on the screen relating to Prostate cancer for PSA testing for October 2023.

To discuss/ review support for carers at a future meeting once surgery has updated their records and completed their planned review.

See above action re amending questionnaire.

Gemma to amend.
? PPG member to review the TV screen information.

Continued overleaf:

Appointment Booking Terminal at Spondon does not work:

Position: Agreed it isn’t in a good position in the surgery where it can be seen and used easily, Gemma said that it was in that

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<p>position for easy connection to a PC. It's not been working for a long time. Gemma said no plans to move or get it working at the moment (funding). It was stated that it was a catch 22 situation with regard to moving it and getting it working. Due to meeting time limits, there were no other discussions.</p> <p>Feedback/Questions/Comments to chair can be left at surgery with reception/or on PPG noticeboard post box.</p>	<p>Discussions to continue at next meeting.</p> <p>Boards to be identified.</p>
<p>Next Meeting: Friday 19 April 2024 at 13:00 -14.30 hours</p>	