



**Billesdon Surgery Patient Participation Group (PPG)
Wednesday 11th April 2018 1-2pm Billesdon Surgery**

Minutes

Present: Diane Stubbs (Business Manager), Holly Beck (Senior Receptionist & minute taker), PPG Members – David Kirkwood, Jean Astill, John Dyson, Rita Chauhan, Susan Hart, Susan Rowe.

Apologies: Balvir Bhamra, Charles Bagshaw, Ian Hill, Janette Stocks, John Williamson and Julie Smith (Practice Manager).

1. Apologies
2. Minutes of meeting held December 2017 reviewed and declared correct.
3. Diane Stubbs, Business Manager relayed information via Becky Hunt from the CCG, who had been invited to the meeting but was unable to attend, regarding the 'National Patient Participation Group' (NAPP) www.napp.org.uk and the group will view the information on the website. Becky has also sent some information regarding the local PPG Network event on 18th April at the King Power Stadium in Leicester. Diane will communicate via email the details of the event and the ideas regarding aims and objectives of other local PPG groups, that Becky Hunt had sent. Organising a PPG Chair was also discussed but there were no volunteers at present.
4. PPG Meeting times – the majority decided that the lunchtime meeting 1-2pm was suitable. Having a Virtual group was mentioned as it was agreed that the group needed some younger members and this might be a way to reach younger patients.
5. Dispensary Survey from November - information is available on the notice board near the dispensary and will be available on our surgery website (www.billesdonsurgery.co.uk). The follow up survey is due in May.
DNA – Our Health Care Assistant, Jane Corrigan has made a display in the waiting room which is updated every Monday with the previous weeks' 'did not attend' figures for missed appointments. Only 2 Nurses appointments missed week commencing 2nd April, excellent! And it seems having this information displayed is making a difference. DNA letters are being sent out as appropriate to patients who have missed appointments.
6. Patient Wifi – is now available in the waiting rooms. **Action** - It was suggested that we could have a sign along the lines of 'please have your mobile on silent whilst waiting to be seen'.

AOB

Dementia Friendly Practice

We now have Hannah who is our Dementia Administration Lead at the surgery. Leaflets are being given to patients during their health check if they express concerns regarding their memory. Patients will also be asked by the GPs if they are experiencing any memory problems. Hannah has sent invitations to all our current Dementia patients asking them to make an appointment for a Dementia health checks and the feedback has been that they have found this to be very useful.

Diabetes Awareness week – 16-22 April

Display and leaflets are available in the waiting room. Try the tape measure test!

Quality markers - 100% achieved this year - excellent

Community Pharmacist

Our application has been submitted for a Community Pharmacist

Telephone system change

We are in the process of deciding on a new telephone system and are taking professional advice on this. PPG involvement in the choice of system will be discussed at a later date.

Children's play area/sickness

Susan Rowe talked about having an area in the waiting room for children to play with toys/read etc. We are unable to have this due to infection control and lack of space. We are able to segregate children or anyone who is particularly unwell, has a rash, having chemo etc, as they can be seated in an available consultation room as appropriate.

Next Meeting – Summer 2018 – date to be decided.