

Minutes
Appletree PPG Meeting 72
29th January 2019
7.00 – 8.30pm at the Duffield Surgery

Attendees: George Newton (Chair), Elizabeth Reed, John Rowlands, Paul Wiggins, Margaret Raw John Raw, John Beavis, Sue Morris, Marian Chesters, David Nove, Suzannah Macken-Mitchell, Wendy Palmer, Judith Allen, John Lound

From Appletree: Stephen Leather PM, Lianne Burke Asst PM

Apologies: John Meggitt, David Greatorex, Lizzie Paish

1. **Opening and welcome:** GN welcomed everyone and thanked Stephen Leather for the past 10 years help and support for the PPG and gave a synopsis of his time at Appletree along with Steve's retirement present and card. SWL thanked the PPG in return for all their help and named just a few particular key moments eg. CQC inspection, Flu clinics etc.
2. **Present and apologies:** see above

Standing Items:

3. **Minutes of previous meeting (27th Nov 2019): Approved by JR**
4. **Matters arising: Nothing to report**
5. **Action Plan**
 - **Little Eaton Carnival:** SM-M contacted various venues around Little Eaton but most require a hire fee - as we are a non-funding body, all agreed not viable at this time. SM-M was thanked for all of her efforts and perhaps revisit in the future.
 - **PPG Notice Board:** Missed appointments poster had been displayed. ER questioned whether a facility could be set up for patients to send cancellation texts to the practice. LB explained that there is software available, but it is expensive. Patient can currently email in or go onto their Systmonline account to cancel.
 - **PPG Survey:** This is still ongoing and the practice is receiving the occasional response. Attached is a copy of the form if members want to hand it to friends to complete or direct them to www.surveymonkey.co.uk/r/9SK6GVK
6. **Carer's Forum Report:** Low numbers at December's meeting. Currently there are day care facilities across Derbyshire but not locally. A meeting with the Weston Centre was set up to discuss but unfortunately this was cancelled, new meeting yet to be organised. Also Derbyshire Carers are funding a Care & Relaxation day for carers.
7. **Other patient representative bodies (as appropriate)**
 - **Good Neighbour Project:** - See attached draft programme
8. **Appletree Update – latest news from the practice**
 - **Staff Update:** Tracy Knighton ANP has move to Nottingham Urgent Care. Kelly Fletcher-Wilkinson Practice Nurse recruited to start 30th Jan 20, 1 day per week. Jess Holmes – HCA is currently on maternity leave and advertising an additional 20hrs Health Care Assistant.
 - **Appletree Business Manager – Recruitment update:** Carried out 2 rounds of interviews with one very promising candidate, but unfortunately his circumstances changed. So

new advert will be going out March/April and in the meantime Lianne Burke will be stepping up with the support of Sarah Lakin until a replacement is found.

- 9. Belper Primary Care Network (PCN) – update:** Currently recruiting a variety of clinicians, 2xPharmacist and 1x social prescriber positions have already been offered and the next will be a 1st contact physiotherapist to deal with back pain, knee pain etc.
- 10. Digital Services: development of online access to GP services:** : E-Consult - online triage programme that sits within the Appletree Website is going live on 30th Jan 2020. It will be a soft launch to ensure all processes work before advertising. But hopefully will facilitate an alternative way to contact the surgery.
- 11. Car Park Management:** The blue doctors only parking bays have added an addition 2-3 spaces as staff will double park. The practice is still reviewing the use of cameras to restrict illegal parking at the surgery.
- 12. Any other business: Nothing to report**
- 13. Date of next meeting – 25th March 2020**