

**GOSFORTH VALLEY MEDICAL PRACTICE PPG**

**Date: June 15th 2017**

**Venue: Gosforth Valley Medical Practice, Gorsey Brigg, Dronfield, S18 8UE**

**Agenda**

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| **Present:**  Glyn Jones (Chair)  Howard Mills (Minutes)  John Needham  Wendy Jones  Jenny Mills  Derrick Whitehouse  Pat Whitehouse  Michael Kirby  Evelyn Kirby  Valerie Fowlds  Shelly Hinson  Stuart Tilley (Practice Manager) | **Apologies:**  Dr Gupta  Tony Cross (MV)  Michelle Oglesby  Pat Boyle |

1. **Chairman's welcome and apologies received**

Glyn Jones welcomed attenders and received apologies (see above)

1. **Minutes of GVPPG & MVPPG meetings, held on March 7th 2017**

Noted

1. **Matters arising from previous minutes**
2. **Dementia Friendly Practice**

This is being progressed by MV PPG.

**b. 21st Century ‘Better Care Closer to Home’**

Nothing further to report at this stage.

**c. Health Information Evening**

This is scheduled for Thursday, June 22nd at Gosforth Lodge (Cliff Park) @ 6.30pm**.** Shelley Hinson updated on subject matter ( health and well being), and publicity in advance of the meeting. The tremendous amount of work Shelley has put into this event was noted. Howard Mills and Glyn Jones will ensure that an event report is prepared and shared with MV PP.

**Action: HM / GJ**

1. **Practice Update**

Stuart Tilley shared the practice update report ( see report for full details). Please note:

**Registrars**

This is a complex situation, in that whilst the practice is hopeful of obtaining more Registrars for the next year, because more are in training in the area, more Practices are competing for Registrars. Confirmation of allocation should be known in August.

**‘Winter Payment’ Monies**

The Partnership is committed to maintaining the investment which was enabled by this central allocation, so the Partnership is now bearing the cost and is considering about best to use this resource, and will test the model initially at Moss Valley. However, whist it is possible, there are no guarantees as to whether there will be a further allocation this year.

**Admin Alignment**

Progress has been slower than was hoped for , in large part owing to the turnover of admin staff at moss valley.

**Website**

The Partnership’s website is now combined, and contains a dedicated PPG page (this will include agendas, minutes, reports etc).

**Health & Wellbeing Service**

This is now also available at Gosforth Valley.

**Citizens Advice**

This has been available for some time at Gosforth Valley and is now being rolled out at Moss Valley.

**Medication Reviews**

The move to annual reviews is now underway. This means that in the short term, reviews may occur twice within a 12 month period, but should be completed by April 2018.

1. **TV Screen / Patient Call System**

There is an inconsistency of approach, with some staff using the screen, some using the intercom and some meeting patients in Reception. In addition, it seems that the screen audible warning does not always work. This can be confusing for some patients. Stuart Tilley agreed to look into this further and report back.

**Action: Stuart Tilley**

1. **Dermatology Referrals**

Stuart Tilley explained that funding for the ‘GP Expert’ service comes from the CCG. Therefore the Practice cannot make ‘internal’ referrals to Dr Moss and the funding is given only for taking referrals for this service from other Practices.

**7. Appointments**

The information in Reception about missed appointments had been seen by several PPG members. There was concern about the time wasted by missed appointments, particularly as this impacts on time that patients have to wait for appointments.

How best to reduce the missed appointment level is a real challenge. It was agreed that this was an issue that PPGs should work on together. Glyn Jones agreed to take this forward and discuss with Tony Cross.

**Action: Glyn Jones**

**8. Requests for Urgent Appointments**

This item was withdrawn from the agenda.

**9. Any Other Business**

1. **Name Badges**

PPG members suggested that it would be helpful if Reception Staff wore name badges. Stuart Tilley will take this forward.

**Action: Stuart Tilley**

**b. PPG Network**

Glyn Jones is unable to attend. Howard Mills or Shelley Hinson will attend (9.30 am on Thursday, July 20th @ Stubley Medical Centre).

**Action: Howard Mills / Shelley Hinson**

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**10. Future Meetings**

MV / GV (Joint) PPG - Tuesday, September 5th 2017 @ Moss Valley

GV PPG - Thursday, December 7th 2017 @ Gosforth Valley

**ref: hm180617**