

# RIVERSDALE SURGERY PATIENT PARTICIPATION GROUP (PPG)

## Meeting at Riversdale Surgery At 6:25 pm on Thursday 11th Dec 2014

### MINUTES

#### Present:

Chair: Steve Lockwood      Minutes: Gerry Knight

Members: Dorothy Atkinson, John Morrissey, Mary Dwyer, Jeanette Lye, Eric Allen,  
Ann Turville, Linda Cross (Practice Manager).

Apologies: Brian Sword, John Richer, Julie Harrison

#### Presentation By Derbyshire Community Health Services (DCHS)

Lee Allen & James Coope (Patient Experience Team) gave a short description of DCHS and how its services cover four CCGs. They explained the Community Care structure after comments that it was confusing. They agreed but said efforts were being made to rationalise it. Their specific request was for ideas to help prevent pressure sores. Often patients can't/won't use prevention equipment provided. PPG members commented that some of the equipment quality was lacking, education of patients/relatives/carers must start well before onset of problems and perhaps a country wide TV campaign.

#### Acceptance of Minutes of Last Meeting:

The 09/10/14 minutes were accepted. Linda to publish on website.

**ACTION: Linda**

#### Actions carried over from last meeting:

- Patients have commented that it is very cold near external door in the main waiting room. New heater to be fitted. Linda review adjacent notice board since readers open the door.  
**ACTION: Linda (x2)**
- Still no progress on Community Matron funding. No response after meeting. Steve to write to Maxine Rowley.  
**ACTION: Steve**
- Care Co-ordinator is setting up a Carers Group at Riversdale or Whitemoor. She has offered to come to PPG.  
**ACTION: Linda**
- Jane Birch (Healthwatch). No response. Linda to contact Jane.  
**ACTION: Linda**
- National Association of Patient Participation, (napp.org.uk) The PPG has joined NAPP and thank the Practice for funding it. Members are encouraged to view the member's area of their website using the PPG email address and the password given.
- PPG not on Notice Boards. Linda to investigate.  
**ACTION: Linda**
- Practice funding for Minor Injuries. Awaiting clarity in new year.

#### New Items:

- Health Panel Meeting. Heanor Hospital will be rebuilt, this process will be applied to Babington Hospital later. Personal Health Budgets available through GP from Apr 2015.

#### AOB:

- Flu Clinic. Linda thanked PPG for their help. Practice reviewing arrangements and publication for 2015. Nasal spray vaccination was allocated centrally and was clearly not enough. Patients still not aware of flu clinics, Gerry suggested PPG volunteer phone contact using just number (no name) should not breach confidentiality. Practice should replenish toilet supplies before clinic.  
**ACTION: Linda**
- John asked "how representative is the PPG?" and how it could be improved. It is quite representative but could be better. Information from the Wednesday Baby Clinic is passed to

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the practice. Could PPG attend? Perhaps PPG could run an occasional 2.30pm mid-week “drop-in” meeting.

- Amber Valley PPG Chairs meeting was postponed until the New Year.
- PPG Networking Event being organised. Steve to keep PPG informed. **ACTION: Steve**
- GP Patient Survey <https://gp-patient.co.uk/>. The survey, alleged to have been analysed “intelligently”, showed Riversdale as pretty good but there was a discrepancy between doctor’s services and nurse’s. Gerry asked if the practice had formed an opinion about the nurse’s results since in his experience they were excellent. All members agreed they did a good job. Linda said they had looked at the results, and discussed them with the nursing staff. The conclusion was that particular information e.g. “smoking monitoring” wasn’t recorded until end of year, so didn’t show.
- CQC inspection is expected early in the New Year.

**Next Meeting:**

**Thursday 12th February 2015 at 1825 hrs.**