

**THE VALLEYS MEDICAL PARTNERSHIP PPG**

Date: **Thursday 20 February 2020, 18.30**

Venue: **Gosforth** **Valley Medical Practice, Dronfield**

**1. Attendance & Apologies**

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| **Present:**  Glyn Jones (Chair)  Wendy Jones  John Needham  Jenny Mills  Sarah Bond  Ryan Bond  Pat Boyle  Shelley Hinson  Janice Ashman  Mary Milner  Stuart Tilley (Practice Manager)  Bernie Highfield (Practice Manager)  Dr Vikas Gupta (GP Partner) | **Apologies:**  Howard Mills  John Hutchinson |

1. **Chairman's Welcome and Apologies received**

Glyn Jones welcomed attenders. Apologies were noted (see above).

Glyn welcomed Bernie Highfield the new Practice Manager who will take

over from Stuart when he leaves at the end of March.

1. **Minutes of Previous Meetings**

The minutes of the previous meeting on Tuesday 3rd December 2019 at Moss Valley Medical Practice were accepted as an accurate record.

1. **Matters arising from previous minutes**

Glyn has contacted NAPP (National Association for Patient Participation)

for leaflets to place in the waiting room in an effort to increase membership.

Carol & Charlotte will update the waiting room TV Presentations so that the word ‘male’ or ‘female’ is displayed after each individual doctor’s name.

1. **Practice Update**

A copy of the Practice Manager’s update is attached to the minutes.

There was a discussion on the online consultation and full online access to medical records which will both be a contractual requirement by April 2020 this should impact on the availability of appointments.

Dr Gupta explained the main advantages of online consultations, one of which being the time taken to conduct a telephone consultation compared to the time it takes to read the notes on an online consultation. Patients can expect a response by the end of the following day and the forms will go direct to the GP.

1. **National Patient Survey 2019**

Because the speaker from the National Institute for Health Research had cancelled, Bernie gave a presentation on some of the results of the Patient survey.

272 surveys were sent out and 116 returned. Stuart and Bernie explained the results, it was stressed that The Valleys is a training practice and that could have an impact on some of the results namely patient’s expectations of always seeing the same doctor.

Bernie will circulate copies that will also appear on the practice web site. New patients are given a handbook, which explains the practice’s role as a training practice. It was suggested that the practice could take proactive action with patients to provide more information that may improve the results of the next national patient survey

**7. Secretary role for PPG**

Glyn thanked Howard Mills for his excellent work over the last few years but due to other commitments he was giving up the role.

Pat Boyle was approached and has agreed to do the minutes for meetings at Gosforth Valley but will not do the Moss Valley ones, Glyn asked for a volunteer to do those.

**8. Any other Business**

Room direction signs are needed on the 1st floor at Gosforth Valley. Stuart will ask Carol to order one.

A query was raised about a private hospital providing services on the NHS. A patient had been given a private prescription and had to pay for this to be dispensed. Dr Gupta advised that this should not be the case and patients receiving care on the NHS through a private provider should be issued with an NHS prescription.

There was a discussion about negative feedback concerning the waiting room from a non-registered patient. It was agreed that the waiting room is welcoming and that the information supplied is relevant and useful.

**9. Dates of Future Meetings**

**Practice PPG**

Tuesday 21st April 2020 at 18.30 ( Moss Valley)

Tuesday 30th June 2020 at 19.00 at (Gosforth Valley)

**Network PPG**

Thursday 23rd April at 09:30 (Gosforth Valley)