



## PPG Meeting Minutes

**Date and time: 4<sup>th</sup> October at 1.00pm**

**Location: Friendly Family Surgery**

**Welcome and introductions** – 2 patients in attendance apologies received from 1 patient. Thank you for attending.

**Practice update** – Alison opened the meeting with a short practice update. We have a new Paramedic at the Surgery called Craig. He will be seeing patients on a Thursday and Friday each week. A list of ailments that Craig can deal with are in the PPG Meeting Pack.

We also have new Virtual ANP's who will be working at the practice on Mondays. Sheena, Callum and Natalie will be dealing with telephone consultations for our patients on alternate Mondays.

**Covid and flu vaccinations** this season – Our first joint Covid and Flu Vaccination Clinic will be held at the surgery on Friday 6<sup>th</sup> October. Jeanette and Craig will be doing both flu and covid vaccines, while Julie will just be doing flu vaccines. More information about attending our clinic is in the meeting pack.

**DHU Out of hours clinic at Castle Street Medical Centre.**

It was brought up in the meeting that many patients are unaware they can be seen on a Saturday morning at Castle Street Medical Centre. These appointments can be booked in advanced or by calling 111 when we are closed. This may be useful to many patients however many may not know about this service so this will be advertised again in our waiting room and Autumn Newsletter.

### **X-rays**

One of our members had recently needed to attend an X-ray. There was a 3 weeks waiting list at the Royal for this. The member had ended up having to attend Whitworth for the minor injury's unit. The details of how to attend the minor injury's unit can be found here [Find urgent treatment centres - NHS \(www.nhs.uk\)](https://www.nhs.uk)

**Healthwatch Derbyshire Newsletter** – A copy of the Healthwatch Derbyshire newsletter was included in our PPG pack. There are lots of services and information that may be useful to patients in this newsletter.

### **Macmillan Coffee Morning**

We held our first Macmillan Coffee Morning at the surgery since the covid pandemic on Friday 29<sup>th</sup> September. This was a huge success and we raised £399.60 for Macmillan. Thank you to all patients and local business that attended. I have attached a list of these in the pack and we will also add this to our website and Facebook page.

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)



### **Ashgate Hospice**

The surgery is wanting to also raise money for Ashgate Hospice. We asked the PPG if they had any ideas for fundraising events. A raffle was mentioned but if anyone has any ideas, please do contact the surgery.

### **Ideas for our Autumn Newsletter**

We are wanting ideas for our practice autumn newsletter. If anyone has anything they would like to add to this please do contact us and let us know.

### **Patient Survey**

We came in the top 10 again in the patient survey for the best GP Practices in Derbyshire.

### **2024 meeting dates**

We have arranged the dates for our meetings for next year. Hopefully these will run without any issues. The dates are as follows:

- January 10<sup>th</sup> at 1pm
- March 13<sup>th</sup> at 1pm
- May 8<sup>th</sup> at 1pm
- July 10<sup>th</sup> at 1pm
- September 11<sup>th</sup> at 1pm
- November 13<sup>th</sup> at 1pm

If these change for any reason, I will inform you as soon as possible.

We welcome new members to join our PPG. If you are interested in joining, please ask at Reception for a registration form or visit our PPG page on our website.

For more information on anything highlighted please visit the News section on our website. [News Archive | Friendly Family Surgery](#)



# PPG Meeting Pack 4<sup>th</sup> October 2023

## PPG Meeting Agenda

**Date and time: 4<sup>th</sup> October 2023**

**Location: Friendly Family Surgery**

Purpose of the group

The purpose of the group is to discuss about the services offered by the practice and any improvements to be made.

This Group should not be seen as a complaint platform

As per patient Confidentiality no personal issues should be discussed

Everyone's views must be listened to and respected

No discrimination will be tolerated

---

---

No.	Time	Discussion Points	Action Points
1.	Welcome and introductions	<ul style="list-style-type: none"><li>• Thank you to everyone for attending.</li></ul>	
2.	Practice Update	<ul style="list-style-type: none"><li>• We now have a new paramedic working in the practice, Craig. He will be working Thursdays and Fridays. List of ailments Craig can see in the pack.</li><li>• We also now have 3 new virtual ANP working virtually for the practice Natalie, Serena and Callum working on</li></ul>	

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)

		Mondays. List of ailments are attached.	
3.	Flu and covid Vaccinations	<ul style="list-style-type: none"> <li>We have our first big flu and covid clinic on Friday 6<sup>th</sup> October. Information in pack.</li> </ul>	
4.	Joined Up Care Derbyshire Newsletter <a href="#">JUCD newsletter oct2023.pdf</a>	<ul style="list-style-type: none"> <li>Printed a copy for everyone</li> </ul>	
5.	Repeat Prescription requests	<ul style="list-style-type: none"> <li>Information in pack</li> </ul>	
6.	Frequent attenders	<ul style="list-style-type: none"> <li>Information in pack</li> </ul>	
7.	Friendly Family Surgery Autumn Newsletter	<ul style="list-style-type: none"> <li>Ideas for our Autumn Newsletter?</li> </ul>	
8.	Patient Survey	<ul style="list-style-type: none"> <li>We made the top 10 GP surgeries in Derbyshire again in the patient survey.</li> </ul>	
9.	Macmillan Coffee Morning	<ul style="list-style-type: none"> <li>We held our Macmillan Coffee Morning on Friday 29<sup>th</sup> September. We raised £397.60 for Macmillan and was a lovely day.</li> </ul>	
10.	Next meeting dates for next year.		Tbc

**List of ailments that Craig (Paramedic) is happy to deal with**

Chest infections

UTI's (Urine problems)

Conjunctivitis

Eyes

Ears problems and ear checks including hearing loss.

Rash/spots including Acne.

Lumps, Bumps, and boils

DVT (deep vein thrombosis)

Cellulitis

Coughs and cold

Diarrhoea & Vomiting

COPD

Asthma

Abscess (not dental)

Bowel problems and constipation

Headaches including migraine.

Sore Throats- including Tonsillitis.

Testicular Pain

Mental Health low mood /Anxiety – should be referred to Axel/Melissa

MSK – Physio/FC practitioners

Dizziness/vertigo

Excessive sweating

Infected wounds

Shingles

Tiredness



## Inclusions & Exclusions for ANP ARRS Remote & F2F Sessions

### Remote Consultations inclusions

Conditions which can be dealt with initially over the phone:

- Rashes, acne, sore throats, abscesses/boils, paronychia, eye symptoms (all with photos)
- Non-acute dyspnoea
- Non-acute abdominal or pelvic pain
- Chest pain (please confirm as below in exclusions too)
- Coughs, colds, exacerbation of COPD, sinusitis
- Urinary symptoms
- Bowel symptoms
- Headache/migraine
- Medication reviews and queries
- Menstrual disorders
- Contraceptive advice and prescribing
- Menopause/HRT
- Nausea, pain or bleeding in early pregnancy
- Gout
- Pain management
- Vague symptoms/TATT/weight loss
- Sick note requests
- Anxiety/depression/OCD (though we do have PCN mental health practitioners)
- MSK problems (though we have first contact physios)
- Sleep problems

### Remote Consultations Exclusions

- Acute abdominal pain
- Acute dyspnoea
- Chest or Abdominal Pain (please confirm)
- Severe or Acute mental health problems (such as psychosis)
- Acutely unwell children
- Rectal bleeding
- Earache



# Flu and Covid Vaccination Clinics

For the first time, this year we have a joint flu and covid vaccination clinic.

To make our flu and covid vaccination clinic run as efficiently as possible, please wear clothing that can be quickly and easily removed.

- Please go to the back entrance of the building if you have a vaccine booked where a member of our reception team will greet you.
- Please remove all coats and jackets ready for your vaccines to be administered.
- Wait times may be longer than normal so please be patient with us.
- If you haven't yet booked your vaccinations please contact surgery as soon as possible.
- To save our reception team time phoning patients please let us know if you would like to decline either/both vaccines.

## **Repeat Prescription Requests**

We are still receiving a large number of requests over the telephone despite our admin staff reiterating on each phone call that we do not do this.

Our phone lines are extremely busy at the moment and prescription requests block the telephone lines for those patients trying to get through to make appointments and for more urgent queries.

Please ensure you have either registered for the online service/NHS App. Alternatively you can order prescriptions on our website or telephone the Medicines Order Line by calling the surgery and pressing option 4.

We also ask that you do not request medication too early. If there is a reason please put a note on the request otherwise it will be declined.

The only exception to this is if you are housebound and it is urgent. In which case please call the surgery after 5pm if possible when our phones are less busy.

Thank you for your co-operation.

PPG Email address [ddicb.familyfriendlysurgery-ppg@nhs.net](mailto:ddicb.familyfriendlysurgery-ppg@nhs.net) (please do not use this for urgent matters)



Friendly Family Surgery

### **Frequent attenders**

We have run a search to locate all our patients who have attended the surgery more than 25 times in a year. Our Care-Coordinator are now running a project to see if there is any help, we can give these patients.

A wellbeing questionnaire has been sent out to all these patients. These can be filled in online or in person. The questionnaire asks a range of questions about the patients help and any services they have already tried.

We have referred a few patients for weight management, mental health services, our social prescriber and other services which may benefit them. Our Care-Coordinator are keeping a close eye on these patients, and we will keep you up to date as these progresses.

We are also hoping to do this with patients who frequently attend The Emergency Centre at Chesterfield Royal Hospital.

### **Link to the October Joined Up Care Newsletter**

[JUUCD Newsletter – October 2023 » Joined Up Care Derbyshire](#)