

**GOSFORTH VALLEY MEDICAL PRACTICE PPG**

**Date: December 7th 2017**

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

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| **Present:**  Glyn Jones (Chair)  Howard Mills (Minutes)  John Needham  Wendy Jones  Jenny Mills  Mike Kirby  Evelyn Kirby  Shelly Hinson  Pat Boyle  Stuart Tilley (Practice Manager)  Dr Gupta | **Apologies:**  Tony Cross (MV)  Sarah 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 September 5th 2017**

Noted

1. **Matters arising from previous minutes**
2. **Missed Appointments**

This has been discussed at MVPPG also. A draft of a ‘first letter’ was circulated and agreed. Dr Gupta’s draft letter for those who miss 3 appointments in 6 months was also circulated and supported. Stuart Tilley will arrange for more information to be collected on non-attendance. Glyn Jones will ensure that this issue is raised at the next Network meeting.

**Action: ST & GJ**

**b. Patient / Practice Charter**

Glyn Jones will meet with MVPPG reps to draft a document for discussion**.** Howard Mills will join the group if a second representative is required.

**Action: GJ**

**c. Patient Survey**

There was continuing dissatisfaction about the national survey. The Practice needs better quality feedback from patients at both sites. It was agreed that a joint approach with Moss Valley was sensible. Question design is important and Wendy Jones will lead for GVPPG

**Action: WJ**

**4. Dronfield Together**

Shelly Hinson reported that 30 service providers attended, of which 29 reported that it was a useful event. On average there were 25 visits to each stall and a total of 65 people attended. 59 people were signposted to services. It is possible that there will be an article win the next issue of the Dronfield Eye.

It was agreed that a further event in 2018 would be a good idea and that Shelly Hinson would raise the issue other Practices supporting at the next Network meeting (January 18th @ Oakhill Surgery).

**Action: SH**

**5. Practice Update**

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

1. **Evening Opening**

This will be discussed at next PPG, once further information is available from CCG, as commencement date has been put back by 6 months to October 2018.

**b. Admin Alignment - Active Signposting**

Practice training for reception staff will run before Christmas and it is hoped that training for ‘active signposting’ will be offered to all North Derbyshire GP Practices in February 2018. PPG members are supportive and can see the potential benefits, and would wish to see that Reception staff are offered support to deal with anxieties that may arise from taking on this enhanced role.

**5. Any Other Business**

1. **Annual Review**

Ongoing issues with this and it is not yet fully operating as intended. Stuart Tilley was hoping that significant improvement would be achieved by spring 2018.

**b. Telephone Appointments**

Dr Gupta explained how telephone appointments are managed given the continuing high demand. Most pre booked will be dealt with in the daily 8.00-8.30 slot.

**6. Dates of Future Meetings**

Gosforth Valley & Moss Valley joint PPG meeting will be held at Gosforth Valley Medical Practice on Thursday 12th April, starting at 6:30pm.

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