

**THE VALLEYS MEDICAL PARTNERSHIP PPG**

Date: **Thursday 20 July 2023 @ 6.30 p.m.**

Venue: **Meeting held at Moss Valley Medical Practice**

**Attendance & Apologies**

<p><b>Present:</b> Glyn Jones (Chair) Carol Mason (Practice Manager) Wendy Jones John Needham Andrew Loughran Shelley Hinson John Hutchinson Mary Milner Helen Lane Gavin Williamson Adrian Hubbard</p>	<p><b>Apologies:</b> Pat Boyle Margaret Askham Sarah Bond Andrew Watson</p>
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Apologies were received from members (these are noted – see above).

**Minutes of previous meeting 18th May 2023**

The minutes were approved as an accurate record with a minor amendment.

Apologies had been received from Adrian Hubbard.

**Matters arising from previous minutes**

- A new recording for the telephone has been completed and is awaiting upload.
- Profiles of new starters should be available first week in August.
- The next newsletter will be produced before the next meeting.
- The update on Network PPG has not yet been completed. Will hopefully be available for the next meeting.
- Next meeting date has been agreed for Monday 18<sup>th</sup> September at GV to allow Dr Gupta to attend.

**Practice Update**

Thanks to CM for presentation of Practice Update; a copy of the slides sharing the information is below:

# Practice Update

## New Starters

### New cohort of GP Registrars starting with us from August:

Dr Zin Htun (currently at GV moving to MV)  
 Dr Kemi Mjiyagbe (MV)  
 Dr Samuel Olowakandi (currently at GV moving to MV)  
 Dr Emmanuel Aniki (GVMP)  
 Dr Benjamin Cumberland (GVMP)  
 Dr Seyi Olanipekun (GVMP)  
 Dr Jasmin Rea (GVMP)

## Changes

Ruth (Secretary Team) moving base to Gosforth Valley (from Moss Valley)  
 Nurse Connie is now married! (No change of name)

## Leavers

Outgoing Registrars

## Vacancies

**Patient Administrator** – 18 hrs per week (Mon/Wed) at MV  
**Practice Nurse** – 30 hrs per week at MV

## New Services

Increased Mental Health Practitioner availability (PCN)

## New Initiatives

Capacity and Access Plan  
 Staff Wellbeing  
 Revisiting our Mission, Vision and Values with staff

## Events

Covid vaccinations – 71% uptake (74% across PCN – highest uptake of all PCNs in Derby and Derbyshire)

**!! SAVE THE DATE !!**

Flu, Covid and Shingles Vaccine Clinic  
**Tuesday 26 September 2023**



## Q & A Session with Gavin Williamson, Pharmacist Partner

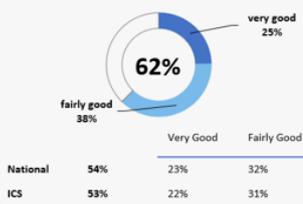
GW answered questions from members of the PPG in relation to a variety of pharmacy-related questions and took members through some of the processes and policies in place at the practice. This included clarification on self-care over-the-counter medication, where GW shared a link to the Derbyshire Medicines Management and Clinical Policies webpage ([Self Care \(derbyshiremedicinesmanagement.nhs.uk\)](https://www.derbyshiremedicinesmanagement.nhs.uk)).

## Friends & Family Data, GP National Survey 2023, Compliments and Complaints

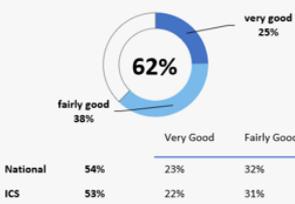
CM shared with members of the PPG the 2023 GP National Patient Survey results, which had only recently been received – the results were incredibly positive:

# Friends and Family Data, GP National Patient Survey 2023, Compliments and Complaints

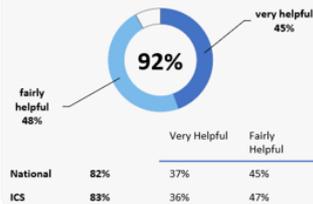
Good overall experience of making an appointment



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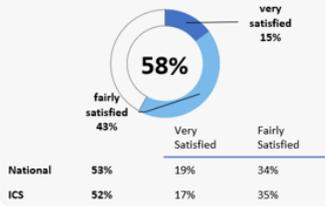
Helpfulness of receptionists at this GP practice



<https://gp-patient.co.uk/patientexperiences?practicecode=C81002>

## Friends and Family Data, GP National Patient Survey 2023, Compliments and Complaints

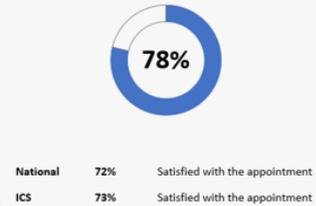
Satisfied with the general practice appointment times available



Offered a choice of appointment when last tried to make a general practice appointment



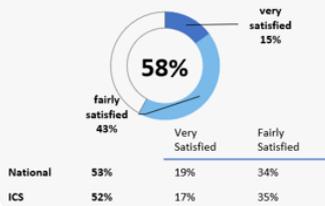
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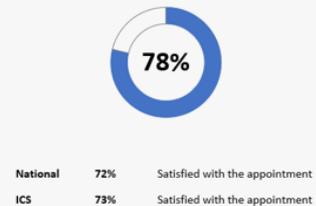
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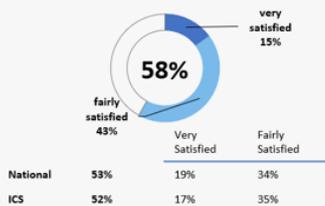
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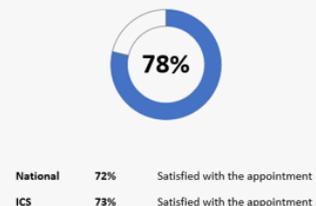
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CM went through the number of complaints the practice had received in the last 3-months and identified trends. CM reiterated how much the practice welcomed feedback, as this enabled them to ensure they were doing all they could to make the patient experience a positive one, with the highest levels of care:

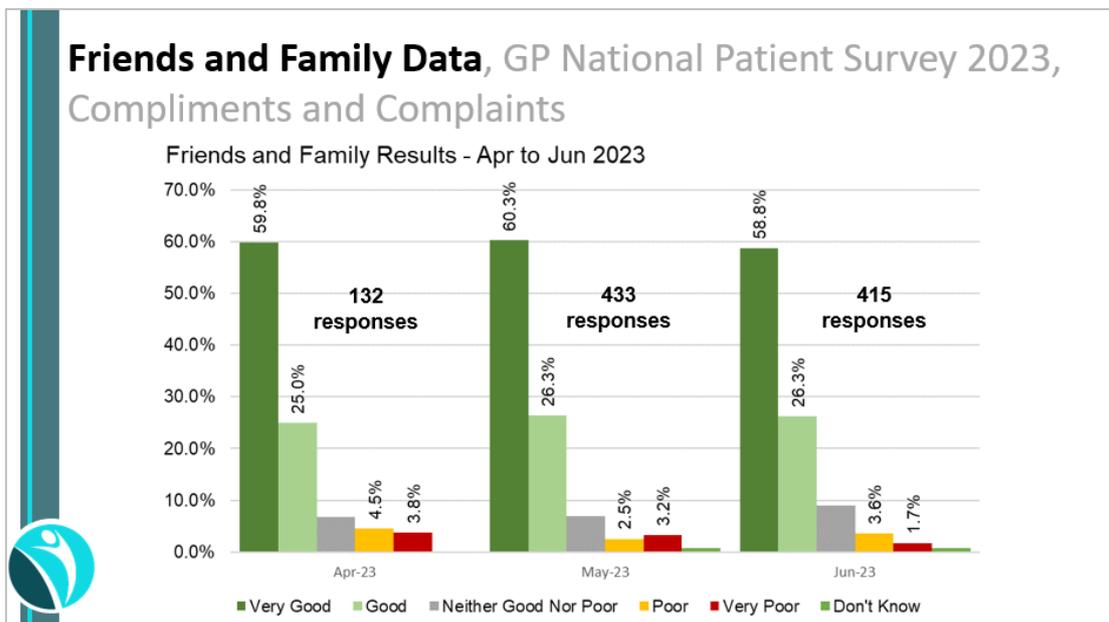
## Friends and Family Data, GP National Patient Survey 2023, Compliments and **Complaints**

Number of complaints (period April to July 23) is **8**  
 Themes are as follows:  
 6x Clinical Advice  
 1x Administrative  
 1x Quality of Care

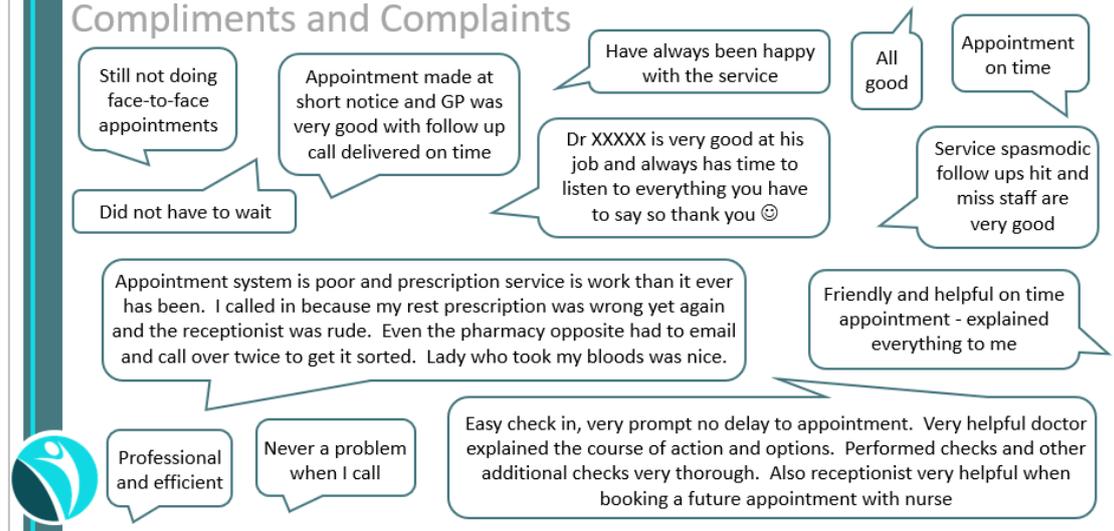
[Approximately 1x complaint to every 1,550 patients]



Finally, the results of the FFT submissions were shared and discussed. CM expressed how pleased they were both with the results, but also with the response rate:



## Friends and Family Data, GP National Patient Survey 2023, Compliments and Complaints



### Any Other Business

The following items were put forward by members:

- Screen in waiting room at Gosforth Valley is not working - in hand and will hopefully be resolved soon.
- Are the practice now carrying out ear wax removal services – confirmed these were now up and running

### Date of next Meeting

Monday 18<sup>th</sup> September 2023 at Gosforth Valley Medical Practice.