

**Minutes of Patient Participation Group Meeting
Held on Thursday 8th May 2014 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, Dr D I Anderson, Bernadette Joynes, Laura Gummer, Michael Crossley, Morton Joynes, Derek Ashmore, Alexis Diouf, Alan Kirk, John Ross

Apologies: Carmen Villegas-Galvez, Jeanette Moran, Ruth Watts, Bill Richards

Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

1. Matters Arising

A draft leaflet re home visits is available; however Laura is going to review the draft in an attempt to reduce the word count. There will be a process of "point scoring" to determine the suitability for home visits. Dr Anderson suggested a second health professional could do the actual scoring.

The leaflet will be circulated as soon as possible.

The situation regarding delays of 20 minutes for appointment times is now being displayed on the TV screen and waiting times were also shown on the check-in screen.

2. Chesterfield Locality PPG Meeting Feedback

There had been no meeting since the last PPG meeting; however the Group needed to submit at least three items for the Locality Action Plan.

The Group suggested a town the size of Chesterfield should have a "Minor Injuries Centre" to relieve pressure from the Royal's A&E. Dr Anderson has looked at the A&E to assess minor injuries. However a "Walk-In Centre" may not prove to be the best as most cases would be referred back to the GP. Therefore, possibly two minor injuries centres could be more advantageous, i.e. one in Chesterfield and a second in the Staveley area. The conclusion of the Group was to forward the following suggestions:-

- a) Town centre minor injuries centre/primary care,
- b) To increase all screening, i.e. bowel, breast, prostate etc.,
- c) To increase the uptake of immunisation generally.

3. Integrated Care Group Report

There is now an Integrated Care Co-ordinator, Helena Muxlow based within the practice and is to be invited to a future meeting. In July a Community Matron will be in post.

Clive said it was an excellent situation to have all health care professionals working together within Integrated Care and the Group will now re-visit all aspects.

Mental Health professionals were not fully integrated as they do not currently have the resources but would be available as and when requested. For the future it would be advantageous if they were more involved and integrated into the Group.

The PPG are 100% in favour of the principle and practice.

4. Patient Praises and Grumbles

Bernadette and Laura reported the following:-

- a) A patient reported they were very pleased with the treatment they received,
- b) A patient reported that the introduction of the Information Screen in the surgery together with the information displayed was very helpful,
- c) Another patient was very pleased with the two reception staffs' help,
- d) A patient reported the information screen was excellent but in the wrong place, unfortunately there was no suitable alternative,
- e) A patient was annoyed with the way they were addressed by both reception staff and doctor – no individuals were named.

5. Updates from the Practice

- a) Helena Muxlow, Integrated Care Co-ordinator in position
- b) Community Matron to start July 2014
- c) Laura Gummer to take over from Bernadette Joynes
- d) The joining together of Dr Kemp's Hasland practice is now complete with the network merged. One or two problems are still to be resolved, i.e. prescription ordering, however messages are posted on the website informing patients of problems and the surgery is working on a "snag list"

6. Patient's Records

Initially the National Integrated system was to co-ordinate information; however there is a slight chance the information may pinpoint certain individuals as the information is "pinned" to postcodes. It would be more secure if information related to postal districts and not full codes.

Individuals can request a copy of their own records by writing to the surgery, however there is a cost and a charge.

The object of collating records is to focus resources of the NHS for the future and if too many opt out then the accuracy of the information will be jeopardised.

The group agree with the aims and support the idea of "generalised" records to maintain anonymity and would like reassurances. They also agreed the opt-out situation regarding data collection is the better option than having to opt-in.

7. Derbyshire Health United

An offer has been received from DHU to send a representative to a future Group meeting. The Group agreed for John to arrange.

8. NAPP Membership

NAPP membership is due for renewal and the surgery agreed to cover the cost of renewal.

9. CCG Visit to the PPG

An offer has been received from the CCG to send a representative to a future Group meeting. The Group agreed for John to arrange.

10. Hasland Surgery PPG to Join Avenue House PPG to Form One Group

The Group discussed the situation with Alexis suggesting the Groups remain separate for the time being as it was early days regarding the forming of the new practice. Clive suggested that perhaps joint meetings could take place as and when the situation dictated.

It was agreed to invite a member of the Hasland PPG to join Avenue House PPG and the topic could be discussed again as the situation evolved.

11. CCG Survey – May 2014 for Diabetes Patients

Alan explained to the Group how the CCG was looking into the care of diabetes patients with education, foot care, nurse competency, and level of care in surgeries being the main areas. The survey is via the CCG website and he hoped the surgery would send in as many reports as possible.

Bernadette stated a large notice is in the surgery and Helena was also aware.

12. Any Other Business

Morton congratulated the surgery for the implementation of the large screen within the waiting area.

Chesterfield and North Derbyshire Tinnitus Support Group would like to attend a future meeting to give a short presentation. It was agreed an invitation would be sent.

Alexis reported speech clarity for the surgery announcements is very important and can still be a problem. Bernadette will follow up with the practice.

Alexis gave his apologies for future meetings as he is to be Chesterfield's Mayor for the next twelve months. The Group congratulated him and wished him success.

Date of Next Meeting is Thursday 10th July 2014 at 6.30pm at Avenue House Surgery.