

Minutes of Patient Participation Group Meeting

Held on Thursday 10th March 2016 at 6.30pm

Avenue House Surgery, 109 Saltergate, Chesterfield

Present: Clive Archer (Chair), Alan Kirk, Laura Gummer, Morton Jones, Bill Richards,
Ian Anderson, Tanya Nolan.

Apologies: Carmen Villegas-Galvez, John Ross, Bob Mennell, Rita King, Michael Crossley

1. Tanya Nolan, Engagement Officer, Healthwatch Derbyshire.

Tanya was welcomed to the meeting and introduced to the PPG members. Tanya is the Engagement Officer for Healthwatch Derbyshire which is a Department of Health statutory body covering the whole of Derbyshire. Introduced to give children, young people and adults an opportunity to raise issues and make complaints about health and social care in all types of services, including GP's, hospitals, dentists, including care homes and similar practices. Their intention is to try and reflect both positive and negative comments having visited the complainant and management of the service provider and to then follow this up with a report. Tanya and her colleagues cover a wide range of issues and offer support to all, whether the problem be child care, mental health, substance abuse, cancer or simply a complaint about GP practice appointment times.

In reply to a request as to how the PPG could help, Tanya asked that we simply spread the word to patients and carers, especially the young carers, and to make sure they are aware that assistance is there and they are not alone.

As a PPG we would like to know the outcome of any attempt related to the Practice Pledge on how carers are treated following problems experienced when looking after family members.

2. Minutes of the Previous Meeting held on 14th January 2016

The minutes were accepted as a true record.

3. Matter Arising

- a) No further complaints have been received regarding the threshold.
- b) With regard to the children's area, Laura confirmed that she had brought in some books.
- c) Following a request from Morton, regarding the FLO (Florence Simple Telehealth), he was advised by a member of staff that this was being trialled by the practice. Morton asked if this could be confirmed.
- d) Clive confirmed that he has responded to the 'NHS Draft Framework', and has sent this in with comments about its complexity.
- e) With regard to Morton's comment on the repeat prescriptions Laura advised that following investigations it was found that there is a 'known fault' on the prescription computer programme. When requests are made on line and a comment is added at the bottom of the form it removes all specified medicine requests.
- f) Laura confirmed that the surgery is now a 'safe haven'.

4. Chesterfield Locality PPG Meeting Feedback

Clive attended this meeting and gave the following report. The proposed development at the former Wingerworth coking plant which consists of light industrial buildings and approximately 4000 new houses. There will be obvious consequences with healthcare for the new residents. Will this be best served by a new health centre or could they be absorbed into the existing practices? There will also be a concern for the hospital at Calow. The locality PPG are being kept informed.

Further feedback from Clive needed on the meeting.

5. Integrated Care Group

Ian stated that a meeting is required to determine what the group has achieved over the past year and where are we going in the coming year with the possible reshaping of the CCG. Integrated care is the top of the list of the CCG agenda and is thus managed by them. The next meeting will be 3rd May 2016 at which it is hoped to get some more details.

6. Practice Updates/Patients Praises and Grumbles

Laura advised that Dr Madden will be retiring from the practice in June. Dr Fairgreaves will be replacing Dr Madden and taking over her patients. The practice has put forward an application to NHS England to merge with the Hasland Medical Practice off Storforth Lane.

Bob Mennell (Hasland PPG) has advised that he cannot attend the PPG meeting any longer but has asked that for details to be put onto the prescription information asking members from Dr Kemps surgery to become members of our group.

Julie has asked to reduce her hours. Amy has agreed to cover the afternoons on a job share basis.

Avenue House Grumbles:-

A patient has commented 'I was spoken to rather rudely by one of reception staff this morning. I was made to feel like a naughty child. I'm 43 and do not appreciate this. Having finally been allowed to attend the after surgery hours I then waited a 1 hour and 30 minutes before seeing a doctor. Is this because I had told the receptionist she was rude to me.

As the patient left no details Laura could not make contact but obviously the delay was not due to the suggested reason.

Avenue House Praises:-

A patient had commented 'I'm always impressed with this surgery. I've been a patient here for 1 year now and compared with surgeries in different parts of the country it is much easier to get an appointment. I have been so thankful for Dr Rawat's telephone appointments which mean I do not have to miss work to come in. Thank you. You all do a great job.

7. Dementia Friendly Practice

Laura advised that the PPG request to hold a dementia training session and presentation has been agreed by the partners. Clive told the meeting about a dementia friendly session to be held at St Thomas's community rooms, Chatsworth Road, on Wednesday 20th April and felt this would be adequate at this time. However, Ian would still like to do a session as a 'flagship dementia friendly practice'. It was agreed this should be held at Avenue House.

8. Any other Business

Clive gave his apologies for the next meeting.

Laura advised she had received a letter from Spec Savers regarding their audiology service. They would like to come to one of our meetings. It was agreed that assuming this was not on a commercial basis we invite them to our meeting on 15th September with a slot between 6.30 and 7.00pm. Laura to confirm.

Date of next meeting is Thursday 12th May 2016 at 6.30pm.