

Minutes of Patient Participation Group Meeting
Held on Thursday 13th July 2017 at 6.30pm
Avenue House & Hasland Partnership, 109 Saltergate, Chesterfield

Present: Dr I Anderson (Chair), Laura Gummer, Alan Kirk, Ruth Watts, Bill Richards, John Ross

Apologies: John-Charles Tanner, Geof Horn, Carmen Villegas-Galvez, Morton Joynes, Michael Crossley
Rita King, Derek Ashmoor

1. Minutes of the Previous Meeting held on 11th May 2017

The minutes were confirmed as a true record with two exceptions:-

- a) Phillip Allendale should read Phillip Arrandale
- b) The stopping/reduction of gluten free foods should read gluten free foods on prescription

2. Matters Arising

With regard to the N.A.P.P. membership renewal, John Ross reported that the membership is not due for renewal until March 2018 and he will re-issue the log-in details to the members' section/information.

3. Chesterfield Community PPG Meeting Feedback

There was no feedback available.

A discussion took place regarding supporting Michael at the above meeting. It was agreed to devise a rota of PPG members who would attend the meeting with Michael.

Action: John Ross to email PPG members

4. Practice Updates

The proposed merger with Avenue House & Hasland Partnership together with Hasland Surgery is currently being reviewed to be actioned in April 2018. The three practices would maintain their individuality for staff and patients. The benefits would be, more strength and influence within the district/area and economies of scale. Dr Anderson asked if the PPG could have an insight regarding the effects on Avenue House and the two Hasland practices and also would it be possible for a Partner to give a short presentation to the PPG possibly in the September 2017 meeting. Laura agreed to follow up his request.

Laura informed the Group that Dr Cook had retired. The Group noted this and thanked him for his dedication to the practice and wished him a healthy retirement.

Dr Anderson asked if it was possible to publish each doctor's special areas of interest as it would help patients choose which doctor would best suit their needs. Laura agreed to follow up.

5. Patient's Praises and Grumbles

Due to the number of items on the agenda the Group decided to postpone this topic until the next meeting.

6. Dementia Friendly Practice

It was agreed following discussions that Dr Anderson, in conjunction with the practice, would conduct an information/training session for carers of patients living with dementia. The session would also be open to patients within the Partnership who are interested in becoming "Dementia Friends". The

session would be held on Monday 18th September 2017 at 6.00pm within the Rosehill United Reform Church Hall (Bill to confirm). Patients living with dementia and their carers will be informed regarding the session and “general publicity” would be posted on the practice website and on prescriptions to enable anyone who is interested to attend.

Laura and Dr Anderson are to discuss the setting up of a Dementia Friends Working Group within the practice.

7. M.E. and Lyme Disease

Ruth had attended a recent conference in London, however Lyme disease is extremely difficult to diagnose and there are still no international guidelines/agreements regarding treatments.

8. Better Health Starts At Home Campaign

Laura explained that recent articles in the press regarding NHS England’s proposed changes to prescriptions and medicines, i.e. paracetamol/gluten free foods, from prescriptions are now open to public consultation from 26th June to 1st September 2017. The consultation documents/questionnaire are available in GP surgeries, pharmacies etc. (See Appendix 1) The object is to stop prescribing medicines where there is no evidence to prove their effectiveness or where alternatives are cost effectively available over the counter at pharmacies. Pharmacists are not to re-order drugs without checks, due to over ordering in the past.

9. Patient Survey

Laura and Amy had attended a conference and had gained advice regarding “targeted” practice patient surveys. Laura had proposed a questionnaire which would help the practice to better understand the patient’s priorities and help the PPG to represent their views more efficiently. The PPG felt the proposal was a good idea but were concerned about the number of questions. Perhaps a more targeted questionnaire with fewer questions on and with similar questions grouped together would be easier and quicker for patients to complete. Laura understood the members concerns and would re-evaluate the questionnaire.

10. Practice Benchmarking

Laura reported that there was a concern regarding the recent CCG survey of local practices with regard to Avenue House Partnership where in a few areas they were slightly worse than previous. Laura stated that she would like to research the areas as to patient concerns with the objective of improvements. After much discussion it was agreed that as the actual sample size was unknown and more than likely just a few patients were sampled, the results were only a “snapshot”. The Group thought the best way is to target and re-sample key known areas of concern which would benefit patients. The Group also thought the level of care shown by both medical and administrative personnel was very good. It must be borne in mind that dissatisfaction from individual patients was usually due to their lack of understanding and unachievable patient expectations.

11. Any Other Business

Morton had sent in a request for articles/topics for a News Sheet. It was agreed members would bring items for the New Sheet to the September meeting.

Date of next meeting is Thursday 14th September 2017 at 6.30 pm

**N.B. The November meeting will be held on the first Thursday of the month,
i.e. 2nd November at 6.30 pm**