

**Minutes of Patient Participation Group Meeting
Held on Thursday 2nd November 2017 at 6.30pm
Avenue House & Hasland Partnership, 109 Saltergate, Chesterfield**

Present: Dr I Anderson (Chair), Laura Gummer, Ruth Watts, John Ross

Apologies: Carmen Villegas-Galvez, Alan Kirk, Rita King, Michael Crossley, Bill Richards, Morton Joynes, John-Charles Tanner, Anita Spencer

1. Minutes of the Previous Meeting held on 14th September 2017

The minutes were confirmed as a true record.

2. Matters Arising

There were no matters arising.

3. Chesterfield Community PPG Meeting Feedback

There were no new minutes or feedback available from previous meetings. There had been a request for the PPG Chairs to be at the meeting. The Group discussed the situation and agreed that as it appeared the Chesterfield Community PPG meeting is at present a “listening exercise” without much real action being available to its members. The attendance of individual PPG Chairs was not felt to be of critical importance. However, it is expected that representatives from Hasland Medical Centre will attend the next Avenue House Partnership PPG meeting and therefore this item will be discussed again.

4. Practice Updates

Laura reported that Dr Mo has now left the practice and Dr Socket is on maternity leave. Two new salaried doctors are expected to be in place mid-February. Laura stated that recruitment of GPs is extremely difficult as there is currently a national shortage.

In order for continuity, the surgery will have the services of highly trained and experienced nurse practitioners to cover the period until mid-February. The surgery has been asked to pilot an 8.00 am to 8.00 pm service time and will include 9.00am to 12.00 noon on Saturdays and Sundays. The new extra clinic times are 6.30 pm to 8.00pm Monday to Friday and 9.00am to 12.00 noon on Saturdays and Sundays. These additional clinics will be staffed by highly trained and experienced nurse practitioners. The nurse practitioners will be provided by Derbyshire Health United and will have back up available from D.H.U. and Chesterfield Royal Hospital or if required referral to a GP. These extended hours are for Avenue House and Hasland Partnership and Hasland Medical centre patients and will be located at Avenue House Surgery, Saltergate.

5. Patient’s Praises and Grumbles

The praises and grumbles were summarised as follows and are written as per the patient’s statements:-

- a) “There are a lot of new GPs, especially regular locums. It may be helpful to have their photographs on display so that patients can remember who they last saw. Thanks.”

Laura said that photographs of the doctors are on display beside Reception and that the surgery does not employ locums.

- b) "Blood pressure should've been checked at Pill check by doctor. It wasn't, so my next presc couldn't be processed. Went to chemist to collect – (presc went in Mon am) on Friday to be told it wasn't there. Another appointment had to be made for blood pressure to be checked. Why was I not contacted earlier? Why was blood pressure not taken by doctor in April? Waste of time, resources and NHS money. Communication is brilliant when it works!"

As the person who submitted the grumble did not give their name, the practice was unable to investigate or respond. The Group accepted that this was a rare and unfortunate occurrence.

- c) "We was told at 11.05 am that there is a 6 to 7 minute wait yet it is now 11.40 am! Please ask Receptionist to stop lying to patients as it isn't very good!"

As there is no date or appointment information given, the grumble cannot be investigated. However the Receptionists give the best estimate available and sometimes there are emergencies within the consulting areas that patients are unaware of. It is accepted that where possible patients should be made aware of the delays.

- d) "We was first in the que for emergency appointments yet the last to be seen"

No name or date given. The "queue" is normally as per "telephone Time" and not necessarily the first to come to the surgery.

- e) "I WILL BE CHANGING DOCTORS. B***** PATHETIC."

No name or reason given, therefore the grumble cannot be investigated to quantify the perceived problem.

- f) "Could you provide high backed chairs in the waiting area for people with mobility issues?"

The bench seats have highbacks and there are various heights of seating within the waiting area.

- g) "Massive praise!! For Heather and Jen. I was very nervous before my minor operation but their collective wit and charm put me totally at ease. Thank You. Very professional with their advice and help. Thursday 3.15 appointment."

- h) "Used your online appointment service at 7.30 am – so easy to do. Needed urgent but not emergency one for better option than phoning in. Definitely praise."

- i) "Thank you to Rec up make apps for us. I was really pleased with them for booking me in on Fri to see Dr Flan then Tue for nurse, I was very pleased with all staff. Thank You."

- j) "Wonderful, wonderful surgery! Just one little suggestion. I come regularly with my mother who is registered blind. Each time we come, upon leaving the surgery she always says the step edges should be white so she can see the different steps. I've been meaning to suggest this for a while and wonder if other partially sighted/registered blind patients may benefit. Thank You."

Laura confirmed that the edges of the step problem will be rectified.

- k) "Fantastic service, can't fault it sorted out a problem very efficiently".

- l) "Yet again the Drs at this surgery have been wonderful in helping me when I needed it most. I hugely appreciate all of your hard work. Thank you Dr Sockett and Dr Lahore for ordering the blood tests for me to deal with my pregnancy issues".

The Group felt as previous the staff are placed under a lot of undue stress from certain patients due to the patient's expectations. The Group also felt that they should try to help where they can.

6. Dementia Friendly Practice

Dr Anderson gave the Group feedback from the Dementia Friends training session held on 18th September 2017. The session had gone really well with 42 people in attendance, 30 of which were from the practice. In general most attendees had heard of the event by word of mouth and had preference for an evening session. It was generally felt that the provision of another session should be investigated as the positive feedback from attendees had been excellent. The Group would also like to thank Bill Richards for kindly organising the venue (United Reform Church, Rose Hill, Chesterfield).

The practice was well advanced working through the “work book” to enable the practice to become accredited as a Dementia Friendly Practice.

Dr Anderson reported that the organisation “Making Space” now provide support regarding Dementia Friends as they have now been awarded the contract previously held by the Alzheimer’s Society.

Dr Anderson suggested that the CCG should be approached to have a dementia support worker embedded within the practice to possibly be available for one afternoon each week.

7. M.E. and Lyme Disease

There were no significant updates available at the time of the meeting. However, the Group did discuss the apparent lack of confirming diagnosis due to the lack of clear signs and symptoms available in the early stages following a tick bite.

8. Any Other Business

The group discussed the possibilities of “How the Practice Works”, as an article for the PPG Newsletter. This will be added to the January 2018 agenda.

There has been a request from the PPG at the Hasland Medical Centre to attend the next meeting to discuss how the two PPGs will operate following the joining of H.M.C. with Avenue House Partnership. This will also be included on the January 2018 agenda.

Laura asked if any of the PPG members could help on flu jab days 6th, 9th and 10th November.

John to send request to all members

Date of next meeting is Thursday 4th January 2018 (Time to be decided)