

**Minutes of Patient Participation Group Meeting
Held on Thursday 9th July at 6.30 pm
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, (Chair), Bill Richards, Laura Gummer, Ruth Watts, Rita King, Derek Ashmore, Alan Kirk, Robert Mennell, Julie Boulton, John Ross

Apologies: Carmen Villegas-Galvez, Dr P Rawat, Dr I Anderson, Michael Crossley, Morton Joynes.

1. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

2. Matters Arising

a) Rita reported problems with delays concerning the e-prescription service. Laura explained that some pharmacies downloaded and printed the prescriptions half hourly and some only daily.

Alan reported that he had changed chemists and had a slight problem regarding one prescription being duplicated with one week between the duplicates.

Laura to investigate

Bob reported two patients at the Hasland practice had waited two days for their prescriptions to be available from their chemists.

b) Laura confirmed drinking water was now available as and when requested from Reception.

c) There were no further complaints regarding odour from the toilets in the Waiting Room. However the toilets were currently locked with the key available from Reception. This action has been necessary due to inappropriate use by a person not belonging to the practice. The locking of the toilets was to be temporary, the members of the PPG approved of the practice's actions as this safeguarded patients.

d) Clive reported that feedback from the "Procedures of Limited Clinical Value" document which had been circulated to Chesterfield Locality PPG members had resulted in no negative responses.

e) Clive reported that Age Concern had not, as yet, been contacted.

f) With regard to the question of having Wi-Fi available in the waiting room, Clive reported to the Locality Secretariat. The PPG members were not impressed with the suggestion of Wi-Fi in the waiting room and asked the question "Is it necessary?" PPG members noted there had been no requests for Wi-Fi.

g) With regard to the offer from Jane Fenton (Ashgate Hospice) offering a presentation to the practice of End of Life Management, Laura reported the partners and practice felt it was a good idea and would like to include the Admin staff. Laura reported Dr Powell is looking at specific patient groups with regard to their needs and perhaps they could attend the PPG and explain the particular problems they encounter.

3. PPG Day 24th June 2015

Clive reported the day was successful with 88.4% extremely likely to recommend the practice (96% March 2015 & 86.5% April). The results were very good. There had been one suggestion of hand gel on exit and one or two comments regarding late appointments and not able to get appointments quickly. The Group asked Laura to pass on their thanks to all concerned at the surgery.

Bob reported that the Hasland surgery had also had good results with slight resistance from some patients and would like to conduct another PPG day, probably in September.

With regard to Avenue House surgery it was suggested that another PPG day be planned on a Thursday between 9 am and 12 noon at the end of September.

Clive to arrange

4. PPG Newsletter

It was asked if the newsletter could be available on the website and in Reception. Bob requested it was also available on display at the Hasland surgery.

Laura to investigate, edit and arrange if possible

5. Chesterfield Locality PPG Meeting Feedback

Clive and Mike had attended the meeting, the following points were raised at the meeting and there had been a lot of discussion regarding Virtual PPGs.

It had been suggested a PPG day on "Flu Jab Day", however Laura suggested that due to the number of patients passing through Avenue House and Hasland surgeries this would not be possible.

Chesterfield Medical practices had reduced the extended hours due to cost. The PPG had complained, two members had resigned, this resulted in the practice re-instating the extended hours.

Holywell Group practices were being "offered out" for contracts which could be enblock or split. The CCG had asked how they should consult with patients, i.e., letters meetings etc. It was suggested both past and present patients should be consulted, however there maybe problems associated with recruitment/staffing.

Laura reported that due to the problems with Holywell practices, the Partnership had had to deal with an influx of new patients. This had caused many problems without warning, i.e. one set of patient's notes could need up to 8 hours admin time. Julie added there had been 320 extra patients (Avenue House and Hasland) all requiring half an hour consultations as new patients, plus some needing blood tests etc. The surgery had had to hire health care locums to cover the needs.

Julie also reported some patients had extremely high expectations, understandably due to past events, and were very demanding. Lots of new patients need good clinical care, i.e. prescriptions, tests etc. The Group congratulated the staff for their endeavour and had the Group's full support. The Partners are supportive of the staff and are fully aware of the situation.

Clive will report back to the Locality PPG and request any further actions regarding Holywell closures should be relayed to practices as soon as possible.

6. Integrated Care Group

Clive reported that for the first time a representative of Chesterfield Royal hospital attended the meeting. Dr Anderson and Clive personally wanted the hospital involved from the onset.

The Integrated Care Group was given a presentation from the hospital's representative.

A presentation was also given by V.S.P.A. (Voluntary Single Point Access) which is based at Walton hospital. VSPA is to help patients accessing voluntary organisations in Derbyshire. They reported that Chesterfield was the most active area within Derbyshire. Bill requested the possibility of a Group from the PPG visiting Walton regarding Integrated Care. Clive reported he had been and suggested we wait a while before making the request.

7. Integrated Care – Involvement & Supporting Family and Patients.

This item will be carried over to the next meeting.

8. Practice Updates/Patient Praises and Grumbles

- a) Laura reported that the electronic prescription service (EPS) was now fully live at both Avenue House and Hasland surgeries.
- b) In August there will be changes of personnel regarding GP training. Dr Haq is now fully qualified.
- c) Rachel Marson, a member of staff for 33 years is leaving the practice, the PPG send their thanks and best wishes.

With regards to Grumbles, Laura reported the following:

- a) A patient felt uncomfortable explaining themselves on the telephone and should be able to see a doctor when they required. Laura explained that staff receiving an appointment request are trying to ensure patients see the appropriate professional for their needs
- b) A patient complained that they had had to wait a week for an appointment and the practice was getting worse. Laura stated that she benchmarks waiting time for appointments within the locality and Avenue House is still one of the best regarding waiting time for appointments. Laura also reported that Hasland surgery used to have times available for patients to ring up from 8.00 am on the day, however within 20 minutes all appointments had been taken. Changes have now been implemented to ensure more are available to pre-book.
- c) A complaint was received stating "arrived at 8.10am, no parking available, but no-one in the waiting area". Laura acknowledged that some people do park in the surgery's car park that are not attending the surgery.
- d) It was noted that the locking of the toilet and patients having to wait in a queue for the key was far from ideal. The Group acknowledged the grumble but agreed the toilets had been locked to ensure patient's safety due to previous mis-use.
- e) A patient had asked where the children's playhouse had gone. The playhouse had been removed as "kitchen parts" had been broken and a child had nearly swallowed a broken part. It had also been removed for hygiene and safety reasons. Julie had checked the playhouse herself at the beginning of the day of the incident and there were no broken parts.

With regards to Praises, Laura reported the following:

- a) A patient had praised Dr Madden saying she was always pleasant and smiling.
- b) Praise was also received for the personnel involved with taking blood tests.

9. A.G.M.

Clive suggested that the September 2015 meeting should be an AGM where Chair, Secretary and deputies could be elected.

10. Any Other Business

No other business

Date of Next Meeting is Thursday 10th September 2015 at 6.30 pm at Avenue House Surgery.