

**Minutes of Patient Participation Group Meeting
Held on Thursday 9th January 2014 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, Ruth Watts, Rita King, Michael Crossley, John Ross, Dr Ian Anderson,
Dr Puishi Rawat, Bernadette Joynes, Carmen Villegas-Galvez, Derek Ashmore, Alan Kirk,

In Attendance: Mary Aldred, Caroline Taylor, Andrea Wass (Medicines Management Team Members)

Apologies: Jeanette Moran, Bill Richards,

Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

1. Matters Arising

There has been a patient information film produced in which Rita appears and has now been released to within the locality.

Michael and Alan attended the local consultation regarding GP practices and Primary Care to obtain patient views. They were not impressed as they felt no one was listening to the points they raised. PPG members were prevalent at the consultation event.

2. Medicines Management

The Medicines Management Team within North East Derbyshire consists mainly of pharmacists and pharmacy technicians. They help with medicine costs, updates, safety etc., and have a website for GPs. They also complete audits of practices which may include specific branded and generic drugs advice, medicine for specific conditions, i.e. celiac disease, COPD, diabetes etc. They look at practices within North Derbyshire and advise re specific drugs which can make side effects less severe due to combinations of drugs. Each practice has one doctor who will liaise for that practice and together they will produce a plan of action.

Medicines Management Team make recommendations/guidance but do not instruct GPs on which drugs to use, however they do help to keep them up to date. They also assist with examining full drug trial results and inform GPs and hospitals of updates.

Members of the team also support individual patients once referred to them who are struggling with their medicines, they look at changes which are better for the patients. They look at waste of drugs within the patients home which could be due to pharmacy over supplying or patients not taking the correct doses, they will also liaise with social services and hospitals associated with the individual.

Photographs were shown of "hoards" of medicines within patient's homes which amounted to thousands of pounds. It is estimated millions of pounds is wasted in Derbyshire alone.

Patient education via groups, i.e. COPD etc., nurses, and GPs is also undertaken by the MMT.

Carmen is currently looking into housebound patients, care homes and attends surgeries once per week to help following referral from GPs and nurses.

Dr Anderson said advice is invaluable for GPs and patients to help with drug treatments. Rita suggested more use of pharmacists for advice etc.,

The Group asked if there was a possibility of a pharmacy group to give a talk at the meeting regarding services available. Further discussions on this matter will be required.

3. Chesterfield Locality PPG Meeting Feedback

A meeting was held at the new Ashgate Croft site on 8th January 2014 of the Chesterfield Locality PPNG meeting. Dr Bhatia, chair of the Chesterfield Locality GP's group had asked for any concerns from the Locality PPNG that could be fed into his Group. It was proposed that the Locality PPNG should have an agenda providing for reports from each PPG. A questionnaire would be prepared from the PPNG to each PPG about the areas that they did not think that the Locality Plan addressed, areas that were being given too much attention and areas where efficiencies could be made. The question was also brought up of how to get the patients' views to the PPGs.

Also Jo Rhodes of North Derbyshire CCG had provided the meeting with an overview of the Integrated Care proposals and also information from the Locality Plan. She had mentioned the need to increase the take-up of influenza vaccination, the increase in breast cancer screening and mental health signposting.

4. Integrated Care Group Report

The integrated care group is to take care of the small percentage of the population with complex needs and provide a single point access into care.

The virtual ward is near implementation; all services involved are keen and willing to make it work. The outcome priority is to provide for patients and ensure they are comfortable as the problem is escalating and the small percentage of patients with complex needs requires 70% of the NHS budget.

Patients will have a named contact to assess medical and social issues and provide them with a personal package of care.

All practices in North East Derbyshire have signed up in principal but some with concerns, i.e. new workloads. However the organisation of care will save time and money. Avenue House surgery is in agreement and will be naming their representatives, i.e. GP, nurse etc., as will all practices. The group again stressed the need for this system of care.

5. Patient Praises and Grumbles

Bernadette reported the following, a number of issues were raised which included:

- a) A patient complained that whilst they were outside the doctor's door prior to consultation, they could hear the conversation between doctor and patient. The group suggested the doctor could review the situation.
- b) It was requested that delays for consultation were displayed. Dr Anderson said that he used to have a 20 minute rule and if he was running late by up to 15-20 minutes he would announce he was running late. The group requested the practice investigate the possibility of ensuring delays were notified to patients.
- c) It was cold in the waiting room due to the removal of the inner door. Bernadette confirmed that the practice was looking into the problem, i.e. the opening distance of the new door, also the possibility of providing an "air curtain".
- d) One patient complimented Claire, (phlebotomist), for her care in helping her with her fear of needles. They also added that all the staff at the practice were helpful.

6. Patient's Survey Results

A patient experience questionnaire was completed by a sample of patients at the surgery.

The results were compared and comparable to the good results obtained in the 2012 survey. The PPG congratulated the practice and was informed that anyone wishing to compare practices can do so on NHS Choices.

7. Updates from the Practice

Bernadette informed the group that the practice is attempting to purchase a patient information system with help from the special winter pressure funding. The information could include the following:

How to use 111/999
Flu jab information
Medicines Management
General practice information etc.

The practice will look at how it could display its own information clips. Dr Anderson said that he had graduates available to proceed with the production of information clips which would be practice specific, i.e. a doctor would present a little clip giving specific information.

There would be running sub titles and Dr Rawat said they could possibly link information regarding appointment times/delays. The group encouraged the practice to proceed as they felt it would be extremely beneficial to both patients and practice.

Consultations were held on 4 December 2013 with regard to the joining of practices, i.e. Dr Kemp's Hasland practice and the Avenue House practice, the main problem raised was the fear of change. It was stressed that the two practices would remain totally independent as far as patient care is concerned. Clive suggested the Hasland practice PPG and Avenue House PPG could possibly have a joint meeting in the near future.

Bernadette said a new action plan was required to be produced before the end of March 2014. It was agreed that members of the group would consider suggestions and email them to Jeanette which will be considered/confirmed at the next meeting.

8. Any Other Business

Bill Richards will be unable to attend future meetings for the next 12 months. He wished the PPG all the best in the efforts through the coming year. However he will be kept informed and continue to receive copies of future minutes.

Date of Next Meeting is Thursday 13th March 2014 at 6.30pm at Avenue House Surgery.