

**Minutes of Patient Participation Group Meeting
Held on Thursday 12th September 2013 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer (Chairman), Janette Moran, Bill Richards, Dr Piushi Rawat, Derek Ashmore, Rita King, Carmen Villegas-Galvez, Michael Crossley, John Ross, Dr Nicholas Cook

Apologies: Dr Ian Anderson, Alexis Diouf, Morton Joynes

Minutes of the Previous Meeting

The accuracy of the previous minutes was confirmed.

Matters Arising

1. Recruitment to the Group

- 1.1 Virtual member's involvement was discussed and it was agreed to send future confirmed minutes to each virtual member. They were also to be invited to attend any meeting or to send any topic they wish the Group to discuss. The structure of the PPG will be explained to the virtual members via email.

John to send email

Updates from the Practice

- 1.2 The repositioning of the out of hours buzzer was in hand and awaiting the builder to complete the required alterations
- 1.3 The removal of the large conifer from the frontage and the dead conifer from the rear of the premises was to be completed in October 2013

Patient Information

- 1.4 A letter had been sent to North Derbyshire CCG asking if funds were available for a Patient Information platform for the surgery waiting area. A reply had been received and broadly stated the current review of the A&E Education Project Group data over the last 3 months of those patients attending A&E was inconclusive. However this would be re-visited in a further 3 months. The Group appreciated funding was limited and must be spent where it would have the greatest impact.

The agenda was rescheduled to bring forward Item 6 as Dr Cook had an appointment to attend.

2. Updates from the Practice

- 2.1 Dr Cook informed the Group of a possible joining in partnership of the Avenue House surgery and Dr Kemp's practice at St Philips Drive, Hasland. Dr Cook stressed both surgeries would continue to fully function with their own identification and no great changes to clinical practice care. The main objective of the merger was to provide economies of scale, i.e. purchasing, 'back room activities', etc. As the partners wanted to keep their own identity, he said it was important for both practices to maintain their current ethos for patient care and an application had been made to NHS England with a possible action date of 1st April 2014.

The Group discussed how it was important to reassure and inform patients of the situation and it was agreed information would be posted on the website as and when progress dictated. Other information channels could be via the Virtual Group, leaflets, prescription forms etc.

- 2.2 Part of the Health and Social Care Act 2012 now in force provided for the access and collation of health records with the view of extracting information from clinical records to analyse the results to target and improve services. The data will include NHS number, date of birth, postcode and gender.

The organisation involved is H.S.C.I.C based in Leeds. Any patient can opt out and the data will not be sold to any organisation but used to improve information for doctors to plan future health and social care. It will also reduce the need for future data gathering. The practice will post a notice and provide as much information as possible with a consultation period of 8 weeks.

- 2.3 The practice commences its flu vaccination programme in October targeting vulnerable patients. It will also offer shingles vaccine to patients aged 70 and 79. This will be a yearly "roll on" programme.

3. Chesterfield Locality PPG Meeting Feedback

- 3.1 Clive and Michael attended the meeting. The local plan was updated, i.e. each practice to have access to a community matron. The next meeting will provide drug prescribing and tinnitus information.
- 3.2 The figures regarding a study of A&E attendances were given as follows for 5 practices considered slightly above average (Avenue House surgery was one of the 5):
During the study period 1,503 patients from the 5 practices attended A&E of which 173 were deemed to be inappropriate which equates to 11%. The 173 were then split into 2 groups:

- a) Core Period - when GP's were available
b) Out of Core Period - when GP's were not available and weekends

0-4 year olds	5% core	10% out of core
15-24 year olds	14% core	19% out of core

25-75 year olds were the largest group

Gender variations	Out of Core	Slightly more male
	In Core	Slightly more female

All 173 were contacted and offered alternatives for consideration.

4. Integrated Care Group Report

Clive gave the following report:

The aim is to integrate all providers of care to a single point access with 1st April 2014 as the start date. Virtual Wards will be compiled with a view of identifying vulnerable patients. Currently there is approximately 0.5% of practice patients identified as vulnerable based on Avenue House and two Hasland surgeries. A Care Plan will be compiled by the Care Team for each patient. The Care Team will consist of GP, Matron, District Nurse, Physiotherapist, Adult Care services etc plus the Voluntary sector. They will try to pre-empt and reduce most emergencies.

There will be two Early Intervention Teams and Care Coordinators:

- a) Chesterfield based team
- b) Staveley based team

Referrals will be from GP's etc., to the EIT Team who will work out a suitable care plan and pass it to the virtual ward for implementation. This should cut down on delays, eliminate duplication and create a community care centre which will cover 24/7 care, transport etc., for all Chesterfield Adult Care. This should give savings, i.e. A&E, hospital beds, free up clinicians due to prevention and better care. Each practice would have access to a Care Coordinator. Funds are available to test the model and Dr Anderson is very active driving a dedicated team of clinicians. The Group felt that the principle was the only way forward and John was asked to send an email to Dr Anderson to show our support for him and the Care Group.

John to action

5. Praises and Grumbles

There were none to report since the last meeting.

6. Any Other Business

None

Date of next meeting is 14th November 2013 at 6.30pm at Avenue House Surgery.

N.B. Clive gave his apologies for the next meeting.