

**Minutes of Patient Participation Group Meeting
Held on Thursday 11th July 2013 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Janette Moran, Bill Richards, Dr Piushi Rawat, Derek Ashmore,
Rita King, Ruth Watts, Morton Joynes, John Ross

Bill Richards was appointed Chairperson for the meeting.

Apologies: Clive Archer, Dr Ian Anderson, Michael Crossley, Carmen Villegas-Galvez
Alexis Diouf

Minutes of the Previous Meeting

The accuracy of the previous minutes was confirmed.

Matters Arising

1. Recruitment to the Group

The notice/leaflet regarding attendance to the Group meetings was presented by John and approved unaltered for printing and presenting in the surgery.

Janette had informed those individuals who had shown an interest in the Group regarding their attendance. A list of virtual members had been compiled.

2. Patient "Praises and Grumbles" Suggestion Box

Janette informed the meeting of only one note left by a 14 year old patient. It referred to a lack of "interesting activities" for teenagers awaiting their appointment, i.e. it suggested books, soft music or a children's TV programme could be considered. However during discussions it was noted that a lot of patients prefer "peace and quiet" and there could be a problem with infection control regarding books being kept in the waiting room.

The Group discussed the notification of "Praises and Grumbles" and decided they would be held over to the next meeting unless there was a "serious" issue which would need a special meeting to be called.

Janette and John to liaise

3. Updates from the Practice

Dr Powell started with the practice on 1st June 2013 and will work Tuesday, Wednesday and Thursdays. She will replace Dr Scriven who has taken up a position in a practice in Hasland.

The care home system, i.e. the practice is allotted certain care homes is now working with care home staff/residents praising its introduction via a questionnaire giving a rating of very good. The doctors at the surgery are also satisfied. The Avenue House Surgery covers Springbank and Bank Close (Hasland) care homes. The system is very involved for the practice but worthwhile for the patients.

There is a weekly A & E Audit regarding practice patients attending A & E. The doctors review the audit and advise patients, where appropriate, alternatives to A&E are available, i.e. 111 service or attending the surgery. There are currently 60/70 patients per week attending A&E from our surgery.

4. Locality PPG

Rita and Michael attended the latest meeting and Rita reported the following:

4.1 Health Watch Derbyshire is a new independent consumer champion to help local people get the best out of their local health and social services. It will comprise of professionals and volunteers and will take over the Local Involvement Networks (LINKS) plus will represent the views of people who use the services, carers and the public.
See www.healthwatchderbyshire.co.uk for full details.

4.2 There is an extension of the "Drug Box" scheme for palliative care where certain drugs are kept at the individual's home to ensure pain relief etc., is available at all times. Specialist District Nurses have been trained to administer the drugs. Our surgery has been involved for quite a while, both supplying and administering the drugs plus educating those involved.

5. Patient Survey 2013/14

It was agreed to acquire an "electronic machine" from the CCG. PPG to assist with the patient survey. This would be for patients to input responses to the survey questions. The machine would correlate the information and supply a print-out of the results. Paper copies of the survey would also be available.

The survey would consist of a re-visit to last years' survey to enable the Group to assess the impact of changes implemented. It would also have the question "Would you recommend this practice to family and friends?"

Bill suggested the ratings to the questions should be on a numerical basis (i.e. 1-5) or a simple Yes/No.

Janette to liaise with the Group

6. Patient Information

The Group discussed the difficulties in keeping patients informed re the complexities of health/social care systems, the correct use of the 111 system and when and why we should not attend A&E.

It was agreed to explore various avenues of funding for the provision of a communication system and TV screen to be sited in the waiting room of the surgery. Rita had suggested funds may be available from the CCG.PPG

John to compile a letter to determine if this may be an avenue for 'grants/funding' to enhance patient information.

7. Any Other Business

7.1 Bill asked if it was possible to send 'multi letters' regarding attendance at clinics as there could be three letters arriving within two days and there was an obvious cost implication. Janette explained the practice process for sending letters and as there could be many letters sent from each clinic per week it would be extremely difficult to control, however they would wherever possible.

7.2 Bill reported a problem for wheelchair users with the new electric doors. Janette reported the practice was aware and would remove the inner doors in an attempt to resolve the issue. The "Out of Normal Hours" buzzer would need to be repositioned.

7.3 Dr Rawat reported that the practice was to remove the large conifer from the frontage and a second "dead" conifer from the rear of the premises.