

**Minutes of Patient Participation Group Meeting
Held on Thursday 10th July 2014 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, Dr D I Anderson, Michael Crossley, Ruth Watts, Rita King, Alan Kirk, Laura Gummer, Kim Blagdon, John Ross, Glennis Atkins (St Philips Drive PPG)

Apologies: Derek Ashmore, Morton Joynes, Carmen Villegas-Galvez, Alexis Diouf, Bill Richards

The Chair welcomed Glennis Atkins (St Philips Drive Hasland Surgery and new PPG member Kim Blagdon.

Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

1. Matters Arising

As part of the Integrated Care system, Jenny Lindley, new Community Matron is in post and will start holding clinics in early August.

NAPP membership has been renewed.

The Diabetes Survey was felt to be well supported but the final results are not yet available. The survey is to help sufferer's care being better coordinated and Alan said the Avenue House surgery is proactive with regard to diabetes care.

Chesterfield and North Derbyshire Tinnitus Support Group are to be invited to the November 2014 meeting to give a short presentation.

2. Derbyshire Health United

Judith Brown, (Relationship Manager), sent her apologies due to family illness and will be invited to the September meeting.

3. North Derbyshire CCG

Amanda Brikmanis, (Patient Experience Manager), will also be invited to the September meeting.

4. Chesterfield Locality PPG Meeting Feedback

The latest meeting was attended by Michael and Clive and they gave feedback as follows:

The three matters for concern which the PPG was asked to suggest for consideration, (see Minutes dated 8th May 2014), were no longer required as the Locality Action Plan has now been changed to five key areas of impact. Michael thought our suggestions would end up at a dead-end but would follow up on future progress; however it was felt the suggestions should be sent to Joe Rhodes at the PCC.

John Ross to send.

Clive said non attendance was raised as three practices were without PPG representation.

Dr Anderson asked if there was a "top down" message and PPG's had to comply. Clive suggested there was a certain amount of apathy from some practice PPG's as they seem to try to resolve in-house problems rather than considering locality issues but there could also be apathy due to "top down" agenda.

A talk was given by Pete Newby regarding the voluntary sector in attempting to resolve the single point of contact regarding voluntary groups.

The Primary Care Development Group has requested two volunteers from the PPG to help Primary Care Development. They meet on the last Monday of the month, 2.00 – 4.00 pm at Scarsdale.

John Ross to coordinate

5. Patient Praises and Grumbles

The following were given by Laura:

- a) Thanks to all personnel for their help
- b) Thanks to Doctor for speedy referral to hospital
- c) Thanks to Admin staff when a person was late with prescription submission but helped by Admin staff
- d) A patient felt the District Nurse service was not frequent enough, Laura to pass grumble to District Nurses.

Clive reported the satisfaction level according to NHS Choices website was as follows:

96.2% of patients rated the practice as good or very good
88.8% would recommend the practice
90.9% score for opening hours
91.6% rating for patient's experience of making an appointment
All amongst the best in the NHS

79.8% re ability to get through on the telephone (rated mid range)

6. Updates from the Practice

Laura stated that from Jan-Mar 2014 over 1,200 appointments were where the patient did not attend but suggested the practice should advise the positives, i.e. How many appointments were attended and not to quote those missed.

The Group discussed the situation and as the surgery send letters to those who did not attend and text message reminders are sent to patients who register their mobile phones, there was little more that could be done other than keep reminding patients.

Laura reported a "glitch" on the website when there was a rogue page inserted but assured the Group that no patient information was compromised and the situation was now resolved.

Bill had reported the Action Plan was out of date. Laura confirmed that it would be updated.

Alan said the patient information screen was working well and the quality of appointment announcements was excellent. The improvements were much appreciated by the Group.

The current GP Registrars are nearing the end of their training at the practice with three replacements, one female and two male registrars will start in September 2014.

7. Integrated Care Group

Dr Anderson reported that he was very optimistic regarding progress as key personnel were now in place and the system is live.

He also stated there were more care teams working independently than he was first aware, however with the Integrated Care System all care providers are working together.

The system is currently practice based to identify vulnerable persons, formulate a care package and organise providers. The Integrated Care Matron is very focussed as the speed of care delivery is important as it may not be a serious situation that sends a patient to hospital when the solution could be simple with forward thinking and planning.

The practice is the best place to start with the next stage being community based as many resources are partially duplicated and better coordination would provide better care and efficiencies, however good management is essential to reduce duplications.

Laura reported the most vulnerable patients must be listed by September and that the practice has almost completed the task.

The Integrated Care staff are controlled by D.C.H.S. and not the practice but it is felt they should be more responsive to practice needs, however progress is being made.

The Avenue House Surgery PPG is still 100% in favour of Integrated Care, fully support and appreciate the progress being made.

8. Poster Campaign and Petition (The Future of General Practice)

Janette Moran had sent out communication regarding the poster campaign and petition and the campaign was also backed by NAPP.

The Group was urged to support the petition either in the practice, online or via their M.P.

General practice which conducts 90% of patient contact has seen funding reduced to 8.39% in real terms and is forecast to drop to 7.78% of the total NHS budget. As most patients wanted more and improved services from general practice there was a need for increased funding to provide those requirements.

9. Any Other Business

Alan informed the Group that a "Diabetes Road Show" is taking place on 23rd and 24th July from 9.00 am to 5.00 pm.

Date of Next Meeting is Thursday 11th September 2014 at 6.30pm at Avenue House Surgery.