

**Minutes of Patient Participation Group Meeting
Held on Thursday 13th November 2014 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, (Chair) Michael Crossley, Rita King, Alan Kirk, Laura Gummer, Derek Ashmore, Carmen Villegas-Galvez, Ruth Watts, Dr P Rawat, Muriel Lascelles, Audrey Carlin, Joanne Gordon.

Apologies: Alexis Diouf, Dr D I Anderson, Kim Blagden, John Ross,

The Chair welcomed Muriel Lascelles, Audrey Carlin, Joanne Gordon from the Support Group to the Meeting.

Joanne Gordon, the Group Co-ordinator since 2007, gave a presentation on its background and work. She mentioned stress as the most common trigger to tinnitus, and the necessity to see a GP if suffering from the condition. She outlined the Support Group's work which included counselling with trained lay counsellors, a helpline, informal meetings, links with research. The estimates are that one in ten people suffer from tinnitus, though at various levels. There was no national funding for the Group, though they did receive support through the North Derbyshire Voluntary Action grant and had recently had a grant from Lloyds TSB. They are on the local v-SPA database.

Audrey Carlin had been a sufferer since 1984 and had been a founder member of the Group in 1986. The Chesterfield & North Derbyshire Tinnitus Support Group is the second oldest such group in the country and is run by volunteers. She mentioned that there was an office at 34 Glumangate Chesterfield S40 1TX, tel: 01246 380415; and a website at <http://tinnitus.org.uk/contacts/5>

Muriel Lascelles gave a moving account of living with tinnitus. She described the emotions and symptoms when she first experienced the condition, the process of managing the symptoms. In the following discussion, the following points were made about what practices could do: GPs should refer sufferers to the Group; there should be a referral to Audiology; posters and leaflets were made available.

Action: leaflets to be made available and poster to be put up in the Surgery.

1. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

2. Matters Arising

There is now a new community matron in post. Her name is Clare Ryall. Positive feedback has been received from patients.

There have been no complaints from patients regarding the taking of disabled parking spaces.

3. Chesterfield Locality PPG Meeting Feedback

Clive Archer gave the following report on the Chesterfield PPNG meeting held on 12 November 2014 :

3.1 A presentation was given by Jerry Sutton about POHWER, the NHS Complaints Advocacy Service. This charity supports those making a complaint about any aspect of the NHS. There is a booklet, a leaflet and a poster

3.2 Individual PPGs reported on their activities: this included a 'Flu jab' day, a PPG day, lunchtime meetings with the practice and making sure that Practice Partners get PPG minutes. It was agreed that we should hold a 'PPG Day' on a Monday in the New Year, at which PPG members could be present at the Surgery, giving out information about the PPG, especially to young patients.

Action: all PPG members

3.3 CCG updates:

- a. MyNHS provides an information bank of NHS Provider Performance: this is available to all patients. See <http://www.nhs.uk/Service-Search/performance/search>
- b. Gary Appsley, the Lay Governing Body Member is willing to visit individual PPGs and hear about input to the Governing Body. It was agreed that he should be invited in 2015.
- c. Representatives from Derbyshire Community Health Service (DCHS) are willing to address PPGs.
- d. GP Practices now have their Winter Plans in place: this was confirmed by Dr Rawat.
- e. Paper discharges from the CRH are to be sent to GPs electronically
- f. Derbyshire Carers Association have now produced a Carers' Pledge and are asking GP Practices to sign up. Have we done so? [Carers Pledge Derbyshire Carers Association](#) Laura said that this would be placed before Practice for approval.
- g. A draft paper for CCG Commissioning Intentions 2015/16 has been produced and comments are welcome by early December.



2014-15
Commissioning Intent

- h. There will be a stakeholders' meeting on Joined-up care to be held at the Football Stadium later this year. [*Note: now postponed until early 2015*].

4. Patient Praises and Grumbles

There was one grumble received which was anonymous. It was a complaint about miscommunication and delays in surgery.

Laura suggested that although there was no date it may well have resulted from the previous Friday afternoon, where the GP's had to swap at very late notice. Laura phoned nearly all the patients booked into the surgery to inform them of a change of GP. 30% of the calls were answered and the majority either rang out, messages were left or were unavailable.

The GP that was covering the afternoon surgery was not aware that patient had been booked in from 2.30pm as it was usual for this GP to start clinic at 3pm. In addition to this the GP was delayed on her visits and therefore did not reach surgery until 3.30pm.

The practice team went to great measures to ensure that patients were kept informed but there was a period in the early afternoon where mixed messages may have been given as the reason for the delay to the clinic was not known.

In addition the desk staff also intercepted patients who checked in automatically and then seeing the delay on screen left the surgery with the intention of returning later, to make sure that the change of GP was acceptable and apologise. Laura and Theresa reiterated apologies and spoke to many patients individually.

The practice would have liked to follow up on the grumble, ensuring that the assumption regarding the date and situation were correct but this was not possible under the circumstances of an anonymous complaint.

5. Updates from the Practice

Friends and Family Test

The friend and family test is imminent and will be in practice by 1st Dec. This has to be done by practice and the results need publishing locally and nationally.

Laura expressed some concerns regarding the validity of the exercise; she had attended a meeting this month during which practices were told that providing the question structure is not altered the question context can be. For example practices can write what they like prior to asking the question but cannot change the format. NHS England has not set a response rate and the survey is to be done in practice.

The group highlighted a numbers of issues with the validity, work involved and implications of the test. It was felt that it could easily be manipulated and was neither impartial nor critical in method. There was concern that no additional funding was allocated for the work that the test created. The group suggested that levels of negative responses may not represent the patient population in terms of opinions. The PPG very much felt that this should be challenged and asked Clive to write a letter to NHS England expressing their concerns.

Action: Clive Archer

GP Registrars

Laura informed the group that a new GP registrar would be with the surgery for a two week period prior to the start of her maternity leave in December.

EPS

Electronic prescriptions are to be introduced by the surgery in the near future. This is where a patient nominates their chemist, requests their medication, and the prescription is approved and electronically sent to the nominated chemist to fulfil. The group felt that this was something that should be better publicised and that the practice population need to be better informed. Ways to do this were considered.

6. Integrated Care Group

This was postponed until the next meeting with Dr Anderson present.

7. NHS Networks/ Derbyshire and Nottinghamshire Area Team, Patient Participation Report 2014/15

Laura reported the practice had to file the Patient Participation Report by early next year and asked the Group to consider items to be included.

There was discussion regarding what the PPG felt were important issues and there were multiple suggestions: increasing patient awareness using IT (the Jayex screen), increasing vaccine uptake, increasing younger patients onto the PPG, a PPG day, updating practice noticeboards, a PPG newsletter and flyers.

The final things that the group decided to concentrate on were:

- To increase patient awareness using the Jayex screen. Rita agreed to join Laura in some additional training and become involved in keeping content current.
- To undertake a PPG newsletter for patients three times a year if possible.
- To have a PPG day which would involve handing out information in reception – including information on EPS, being visible in reception and encouraging participation and feedback. The day would finish with a focus group to discuss improvements that can be made.

8. Any Other Business

The group asked if it was possible for Helena Muxlow (Care Coordinator) to have her own phone line. This has already been requested by Helena, and DCHS are looking into funding it.

The group asked if it was possible for the meeting in January to be held at 4.30pm instead of 6.30pm. Laura would check with Janette.

Action: Laura, John Ross

Date of Next Meeting is Thursday 8th January 2014 at time to be confirmed at Avenue House Surgery.