

**Minutes of Patient Participation Group Meeting
Held on Thursday 14th November 2013 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Janette Moran, Morton Joynes, Ruth Watts, Rita King, Michael Crossley, John Ross

Apologies: Clive Archer, Dr Ian Anderson, Bill Richards, Carmen Villegas-Galvez,
Dr Puishi Rawat

Janette Moran was appointed temporary Chairperson

1. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

2. Matters Arising

The provision of a patient communication information system was discussed and the group was informed the CCG was to produce a short information film to be available in the near future.

The joining in partnership is to go ahead and the practice has issued an information sheet available at the surgery.

3. Chesterfield Locality PPG Meeting Feedback

Michael attended the meeting and reported that a team from Medicines Management are operating and forecast a saving of £1m/year by contacting and helping surgeries to save costs by reducing patient over ordering of medicines by reviewing needs, lower cost drugs to have the same benefit for the patient, use of generic drugs, duplication of scripts, and using N.I.C.E. guidelines. Janette confirmed the team do help the practice and their advice is appreciated.

4. Integrated Care Group Report

It was confirmed the project was ongoing with practicalities being discussed and resolved. Clive sent a report to the meeting which in brief is as follows:

The virtual ward is about the efficient use of both clinical and adult care resources and specifically affects a small proportion of patients. However dealing with most of those with long term conditions accounts for about 80% of GP consultations and 5% of inpatients who account for 42% of all acute bed days. This is still a small percentage of all patients, but many of us will one day be part of that group or either know of, or have close relatives in that group. Therefore if our doctors need to spend less time on those with the greatest needs they will have more time available for the rest of patients, hence more efficient use of clinical time is in the best interests of all patients.

The Avenue House Surgery PPG not only backs the plans and proposals but say the changes must go ahead as it is in the best interests of all patients. The Locality PPG and Integrated Care group are also fully supporting the project.

5. Patient Praises and Grumbles

Janette reported the following:

- a) Delay in preparation of prescription, a patient waited 2 days and prescription was not ready, Janette said the surgery require 48 hours and then collection after 3pm.

- b) A patient reported that over 2 visits they had a total of 1 hour delay and as the patient was working it caused a problem. Janette reported there is sometimes an unavoidable delay and often double time slots would be used to reduce delays
- c) Unable to hear the tannoy. The group discussed the situation and agreed there were problems with some announcements, sometimes equipment related, but if the waiting area is full with a lot of background noise the problem is emphasised.
- d) One patient thanked the surgery for providing a cycle rack, but said a mobility scooter was parked in front. Could there be a dedicated mobility scooter parking area, the group agreed it would be difficult.
- e) A patient had asked if when their annual review was due, could a specimen pot be sent with the letter. It was agreed it would be costly and impractical; however the surgery was willing to issue two specimen pots initially to alleviate the situation.

6. Updates from the Practice

There was a move for local practices to form a Federation of Practices to enable them to prepare bids for future medical initiatives as the current situation of practices providing regular tests (enhanced services) i.e. phlebotomy, warfarin checks etc., may have to be offered for tender. GP practices would work as a Federation to bid against private health service providers, i.e. Virgin Medical etc.

The group believe the GP practice is the best place to provide these services as private companies would take profit from the NHS and reduce funding available for patients. GP Practice Federations could produce benefits of scale and help to reduce costs, there is currently a Project Manager looking into the process.

There is currently a General Practice Call to Action Initiative. At the beginning of August NHS England's deputy medical director Mike Berwick's blog called for GPs to help shape the future of primary care. Recognising that general practice wants and needs to transform the way it provides services to address these challenges *Improving General Practice – A Call To Action* was launched to help stimulate debate amongst GP practices, area teams, CCGs, health and wellbeing boards and other community partners as to how best to develop general practice services fit for the future.

A local consultation is due to take place on 25 November 2013 (See Derbyshire Times).

Seven day 8 am to 8 pm GP Access

The Prime Minister has set out proposals for people to be able to see their GP seven days a week and out of office hours. The service will go on trial during 2014/15 with a first wave of GP groups offering extended opening hours. Practices will be able to apply to a new £50m "challenge fund" to set up a pioneer programme in every region of country – nine in total – which together are expected to cover up to half a million patients. This will be the first step to rolling the scheme out across the country and encouraging more GP practices to sign up.

Janette reported that approximately 1000 patients at risk have not attended the surgery for their annual flu vaccination. Reminders have been sent to those concerned.

Janette asked the opinion of the group re surgery signage. It was agreed the signage could be improved and a "bold" sign, complete with the NHS logo, would be more eye catching and help recruitment of patients to the surgery.

7. N.A.P.P.

John informed the group of the latest monthly e-bulletin and quarterly newsletter, it was agreed that the information available on the N.A.P.P. website was both up to date and extremely informative.

8. Children in Need

The staff at the surgery has with various initiatives, raised over £1,000 for Children in Need and the draw for the raffle was made with 4 tickets drawn. Janette to inform the winners.

The group congratulated the staff and thanked those who donated to help raise the monies.

9. Dates for 2014 Meetings

The dates were agreed as follows:

9th January 2014

13th March 2014

8th May 2014

10th July 2014

11th September 2014

13th November 2014

10. Any Other Business

For information, Morton brought to the group's attention a situation of which he was aware, where the doctor had prescribed a particular medication and two local chemists said they could not provide the drug. The Royal was contacted and they completed the prescription. When the drug company was contacted they said the drug was available and could not understand why the local chemists said they were unavailable.