

Minutes of Patient Participation Group meeting, Thursday 14th March 2013 at 18.30, Avenue House Surgery, 109 Saltergate, Chesterfield

Present

Ian Anderson, Janette Moran, Clive Archer, Derek Ashmore, Morton Joynes, Ruth Watts, Bill Richards, Carmen Villegas-Galvez, John Ross

It was agreed that Clive Archer should chair the meeting.

Apologies

Brian Friday, Rita King, Michael Crossley

Minutes of Previous Meeting

Amendment to the minutes of the Minutes of the 10th January 2013—apologies from John Ross had not been noted. Remaining content of the minutes were accepted as correct.

Matters Arising

---Recruitment to the group Dr Anderson noted that after his retirement he planned to join the practice as a patient and may consider joining the patient group if there were no objections. Members felt this was a good idea. The group requested that a GP representative from the practice attends the group on a rotational basis.

Janette will raise this with the GPs

The group had recruited a couple of new members recently but further discussion was needed regarding how much further to expand and whether to begin actively advertising for members. Brian had given his intention to step down as the group secretary.

Agenda item for May Meeting.

It was suggested that a Practice Nurse representative may attend future meetings.

Janette will feedback on this.

---Patient Pathway Janette had re-circulated the feedback sheets for comments about the 'patient pathway/journey' through various aspects of the practice. She had received some feedback but there were minimal areas raised as requiring attention.

---Progress of the Group A section about the PPG had been added to the previous patient newsletter, there was also information on the practice website.

Patient 'Praise and Grumbles'

Janette reported on the informal comments received by the practice since the previous meeting. Most were positive and related to the helpfulness of the reception staff. One asked if patients could be telephoned prior to their appointment to let them know if a specific GP was running late. There were two comments relating to the behaviour of GP's.

All the comments and any potential remedial action was discussed

The group discussed the NHS choices website as a mechanism for receiving and reviewing patient comments.

Janette will circulate a link to this website

The group still had some concerns about the seating in the waiting area and would like the practice to look at this. Janette explained the practice lack of funding.

Janette will explore the options

The group felt there were still some issues with the tannoy system. Morton explained how recently he had heard his name called but had gone to the wrong room. Discussed possibility of having the room number displayed on the check in machine or a list in the reception area with the clinicians names and allocated room.

Janette will explore the options

Report on the locality PPG

Clive had attended the locality meeting on behalf of the practice and gave feedback. A proportion of the meeting had been around how to minimise hospital admissions and the length of hospital stay. The group had learned that there were numbers of patients remaining in hospital who were well enough for discharge but had lack of provision at home or other issue preventing discharge. The representatives had been asked to liaise with the surgery about how carers were identified and how care packages were implemented. Agreed a further discussion re this at the next meeting.

Dr Anderson updated the group about his on-going involvement in the 'integrated care project'. He would like to see a central 'hub' in Chesterfield where specialist help could be accessed for patients for example occupational therapist, community matron etc. The group fully endorsed Dr Anderson's aims with this project.

Dr Anderson to keep the group updated with developments

Updates from the Practice

Dr Anderson would formally retire on 31st March 2013, he would be replaced by Dr Piushi Rawat who would start work after the Easter holidays. The team at Avenue House were please to welcome back Dr Rawat who had previously been a GP registrar at the practice. Dr Scriven had moved on to take on a partnership position at another surgery; she would be replaced by a new female GP-Dr Caroline Powell who was due to start in June.

Training sessions

One afternoon per month the practice was authorised to close from 1.30pm for training and education. These sessions were known as QUEST (Quality and Educational Study Time). Derek asked that these dates be published on the practice website.

Janette will organise this

Gritting

Ruth noted that she had attended the surgery during bad weather and the practice paths had been very slippery. Janette noted that the practice did have a contract with NHS estates to provide a gritting service but they had obviously not delivered on that occasion. The practice did have a supply of their own and usually tried to grit the main paths.

NAPP

John circulated some information from the National Association of Patient Participation.

Date of next meeting: Thursday 9th May at 18.30