

**Minutes of Patient Participation Group Meeting
Held on Thursday 10th September at 6.30 pm
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, (Chair), Laura Gummer, Ruth Watts, Derek Ashmore, Michael Crossley, Dr I Anderson, John Ross, Gary Apsley

Apologies: Carmen Villegas-Galvez, Rita King, Bill Richards, Morton Joynes, Bob Mennell

1. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

2. Matters Arising

- a) With regard to the duplication of prescriptions following changing to another pharmacy, Laura reported that if a pharmacy had printed the prescription prior to the change, the newly designated pharmacy could also print the same prescription. Laura has reported the anomaly to the relevant organisation for review.
- b) Clive was in the process of organising a further PPG day which would be held on a Thursday morning during October.
- c) Laura reported that the PPG Newsletter was now available on-line for both surgeries.

3. Gary Apsley Presentation (Lay Member North Derbyshire CCG)

Gary was introduced to the members and gave a brief insight of his position within the CCG. He explained that in 2012, as the CCG was being established, he had responded to an advert for a lay member and was subsequently interviewed and appointed. Once appointed he was advised to ensure he challenged established "NHS views" for the best interest of patients. His role is to ensure patients and PPG's are represented, heard and to challenge any change or aspect of the health service provision to ensure patients were considered. He is also a Director on the CCG Governing Body to look at service provider conflicts, D.H.U., D.C.H.S. etc. As a Director on the CCG Governing Body his first priority is 'corporate' followed closely by patient issues and as a lay member ensure the situations are looked at critically.

During the initial set up there were numerous meetings and stakeholder events to inform members of the public and patients, and to gather responses regarding the changes being implemented. However, it was felt that most attendees had personal agendas i.e. diabetes, mental health etc., therefore true representation (i.e. young mums etc.,) were not attending.

Due to the above, special patient and public engagement events have been held with Sure Start, 6th form groups etc., but again unfortunately these only represent a small minority of patients.

Gary also has a role in co-commissioning (NHS England, Primary Care groups etc.,) trying to ensure contracts are fulfilled. This is extremely difficult as GPs are unable to determine the exact quantity of service they are required to provide, hence the contracts issued are specific to the NHS. Following discussions it was agreed that the single biggest challenge is patient expectations. The PPGs could possibly help by explaining the limitations of the services and facilities.

Gary concluded his discussion by informing the Group that public governing body meetings are held quarterly and suggested patients and PPGs should attend if possible.

Clive thanked Gary for his informative input.

4. AGM Items

Following discussions it was agreed Clive would continue as Chairman for another year and Dr Anderson would become Deputy Chairman. John would continue as Secretary with Bill becoming Deputy Secretary and if neither were available Laura would take the minutes of the meeting.

As the PPG does not have a formal constitution Clive will review other PPG constitutions and hopefully be able to recommend an appropriate format.

Following discussions regarding recruiting further members, the Group was informed that Dr Rawat would actively seek new recruits to the Group. Laura suggested she could review patients who have been critical of the practice in the past and invite them to become members.

It was agreed where possible more flexibility was required regarding when the meetings are held.

5. Chesterfield Locality PPG Meeting Feedback

Clive and Michael had attended the latest Chesterfield Locality PPG meeting. With regard to the Holywell Group situation, the CCG are now preparing tender documents for the three closed practices and are to complete public consultations regarding patient's requirements. The tenders will be for an individual practice or 2+1 practices or 3 practices.

The training of Dementia Friends was also discussed and Dementia Champions (See Item 9).

A leaflet regarding Well Being Service was distributed. The objective is to involve people to live life better. The main points being:-

- a) Be Active
- b) Lose Weight
- c) Stop Smoking
- d) Improve Your Well Being

A representative will be invited to Avenue House and Hasland Partnership PPG meeting in November.

John to arrange

It was reported that Whittington Moor practice is now Dementia Friendly, Carer Friendly and a Derbyshire Safe Haven.

The Locality PPG Group were not in favour of Wi-Fi in surgeries, therefore the situation/proposals would be reviewed.

6. Integrated Care Group

Clive reported that he had been elected and appointed as Chairperson for the Group. The Integrated Care service is now well established at Walton hospital and is working well. Investigations are now underway to establish a second centre in Brimington for the east side of the CCG.

7. Integrated Care – Involvement & Supporting Family and Patients.

This item will be held over to the November 2015 meeting.

8. Practice Updates/Patient Praises and Grumbles

Avenue House and Hasland Partnership have now received 400 new patients as a direct result of the Holywell Group surgery closure. The funding for these patients has not yet arrived and the practice is reviewing staffing levels. An advert has been posted regarding the recruitment of an apprentice.

The practice now has a first, a second and a third year registrars.

With regard to Praises and Grumbles Laura reported the following:

- a) A patient commented on how empathetic and helpful Dr Haq was through all their appointments and it was a shame he was leaving.
- b) A patient had stated how easy it was to make an appointment on line; in particular they could attend early morning so not disrupting their work attendance. They also commented that Dr Lahor was 'fabulous'
- c) A patient had thanked Dr Matthews for a good patient/doctor consultation.
- d) A patient had emailed their thanks to Dr Flann and all the staff involved in arranging all appointments both at the surgery and hospital. They commented that all the staff had been very helpful, courteous and understood the problems involved.
- e) A patient had commented that the threshold at the main entrance is very difficult to negotiate with a wheelchair and can only be used by coming in backwards.

Laura will investigate using the surgery's wheelchair

- f) A patient had commented that they thought the surgery should have information about eating disorders and other mental health problems with support places such as First Steps.

It was noted that there are various leaflets available through the Reception/Waiting area, however Julie will review the situation.

9. Dementia Friends

It was reported that a short training course for individuals to become Dementia Friends takes about an hour and the Group agreed they could undergo training at the January 2016 meeting. There was also a full day course available to become a Dementia Champion. Once trained the Dementia Champions can carry out training of Dementia Friends.

10. Any Other Business

It has become necessary to display a notice near the entrance/exit of the waiting area regarding the ordering of prescriptions. The notice advises patients to ensure they order their prescriptions before running out of medication. The display of this notice had become necessary as Reception staff had been shouted at and is also aimed at serial offenders who will not order their medication as they should and expect the Receptionist to interrupt the doctor to obtain their prescription whilst they wait. The PPG offers their full support for the display of the notice as abusive behaviour is not acceptable.

Laura reported that the time lost due to patients not attending for their appointments totalled 60 hours for the previous month, which represents 3 hours per day.

Date of Next Meeting is Thursday 12th November 2015 at 6.30 pm at Avenue House Surgery.