

Minutes of the 4th Annual General Meeting of the Baslow Health Centre Patient Participation Group held on Tuesday 12th May 2015

Introduction: Jane Buckham welcomed everybody to the meeting and introduced the Guest Speaker.

Guest Speaker: Neil Moulden, CEO Derbyshire Dales Council for Voluntary Service, addressed the meeting on 'The role of the DDCVS and their key part in the New NHS Wrap Around Care Service'.

The role of the CVS is to work with voluntary organisations, advising on their business management and to run projects with disadvantaged groups. The Wrap Around Service aims to help health professionals identify suitable resources for referrals i.e. signposting to available services. The CVS also do brokering services for individuals when appropriate, with a focus on quality. Where they can identify gaps in services they feed the information back to the Clinical Commissioning Group. People referred to the service are often elderly and isolated. Baslow Health Centre is doing a good job referring cases to the CVS. It is patient-centred and looks at individual needs, rather than trying to provide standard solutions which often meet the needs of few. The situation is challenging at present as funding is being withdrawn from the voluntary services. Neil stressed that he is keen to support PPGs and will be pleased to enter into discussions with us.

In response to questions, Neil provided the following comments:

- Resources are limited.
- Ageing population presents challenges.
- Befriending services are swamped with requests. He agreed that it is a good idea to ask neighbours to befriend but a better result is usually achieved if this is done in the local community, as it is not always straightforward for an outside organisation.
- There is too much fragmentation of services at present.
- We need services that are patient-centred.

Baslow Health Centre – Drs. Jordan and Hick, Karl Rex

Dr Jordan confirmed they are already working with the voluntary services. The population is increasingly old and frail. There is a significant problem with recruitment of GPs; many vacancies are remaining unfilled. The CCG will be making yet more cuts in funding. Urgent care is a priority and expensive. As a 6 month project a Senior Nurse Practitioner has been engaged for 2 days a week to help with urgent care. She will be a great help to patients, doctors and staff. It was suggested that she should be invited to a PPG meeting to explain the work she will be doing. Dr. Jordan thanked the PPG for their help with raising awareness of the application for a pharmacy to be based in Baslow. This has now been turned down and the applicant has not appealed.

In response to a question Dr. Jordan explained that medication review dates are usually pushed forward if there has been an interim visit to a GP; this will also happen if the patient has had their medication reviewed in hospital or by a specialist.

PPG 2014-2015 Achievements and aims for the next year:

Jane reported that the PPG continues to work with the practice to make improvements for the benefit of both patients and practice staff. A follow-up survey was conducted to assess the effectiveness of the improved appointments system. The responses were encouraging. This is no longer a PPG priority.

The Autumn newsletter was distributed by hand which required a lot of footwork by PPG members. A further newsletter is planned shortly. This will be distributed by email with copies available in the surgery. Communicating with patients, particularly younger people, is a priority. There are now over 50 virtual members.

The PPG has drawn up a list of PPG members prepared to deliver medication in an emergency when the patient is not able to collect them personally.

We maintain strong links with North Dales PPG and NAPP.

We need ideas from patients as well as from the Practice. Also ideas from NAPP and the Network Group.

AGM

- 1. Apologies for Absence:** Keith Maslen
- 2. Adoption of the minutes of the 3rd AGM held on 13th May 2014:** Accepted as true and correct.
- 3. Matters arising from the minutes of the 3rd AGM:** None
- 4. Finance Report and adoption of accounts:** Gordon McPhie presented the Financial Statement for the year to 30th April 2015, showing a cash balance at the end of the year of £230.34. The NAPP Conference Fees had been paid by the Surgery. Thanks were expressed for this. The accounts were adopted. Neil Moulden commented that if a need/project is identified, the CVS may be able to help with funding.
- 5. Election of Committee members:** All the existing Committee members were willing to continue and it was agreed to re-elect them en bloc.
- 6. Open discussion:**
Suggestions for PPG Objectives for the coming year: Pressure should be applied re improving public transport, possibly in a lobbying role. Dr. Jordan would welcome ideas on dealing with loneliness which is a major problem. Knowledge of Support groups needs to be joined up.

The meeting closed at 8.10 pm.