

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 10th September, 2013 at 6.30pm.

Present

Patients:

Jane Buckham (Chair)
John Lambert
Gordon McPhie (Treasurer)
Keith Maslen (Minuting Secretary)
Julia Warne
Lorna Wilson
David Dawson

Staff:

Karl Rex (Practice Manager)

Apologies for Absence

Richard Powell

1. Adoption of the Minutes of the Last Meeting

Managing rumours was to be removed from the title of the Communication Lead's roll. The minutes were accepted as a true record.

2. Matters Arising

2:1. Involving younger patients: item 2:1. Jane Buckham is still looking for someone with good IT skills to take on the roll of Membership secretary and is pursuing the recruitment of a Y12 student to the committee. Anyone who knows of suitable candidates who would benefit from becoming a committee member were asked to get in touch with Jane. **ACTION: Jane Buckham**

2:2. Practice Updates: item 4:3. The Surgery has now been redecorated and the potholes filled. The adjacent Highway and footpath has yet to be repaired by the council.

2:3. Surgery Representation: item 6. The partners are happy to attend meetings when there is a specific issue requiring their presence. Any decision to be made has to involve both partners. The partners are happy to sign a copy of the minutes. The partners are happy to meet with the chairperson on an ad hoc basis when there is a need.

2:4. Patient Issues item 10:1. Reports had been received concerning problems with repeat prescriptions delivered by Boots pharmacy and the Dispensary. Karl Rex put this down to a member of Boots staff, with whom the dispensary usually worked, being absent.

3. PPG Objectives for 2013-2014

4:1. Patient Experience. Lorna Wilson suggested that the surgery should improve its communication with patients through the use of email and the website. This could be achieved at a minimal cost. If patients were given the facts there would be fewer opportunities for rumours to spread. It was also suggested the PPG look at groups of patients with specific problems and get some feedback as to their experience within the practice and with other associated health services and the quality of liaison between the services. **Action: Lorna Wilson**

4:2. Communications. Richard Powell has taken on the lead role. The "Did Not Attend (DNA)" letters have been revised by Gordon McPhie, Karl Rex and Keith Maslen to make them more patient friendly. Gordon and Keith will work with the Communications Sub-Group.

4:3. Involving Younger Patients. Jane Buckham is to canvas St Anne's PTA for PPG members via their newsletter in order to involve members who represent young families. A focus group is also being arranged with Sixth form students at Lady Manners School. Jane is to contact Bakewell PPG to see if they are interested in going with her into Lady Manners to conduct the Focus group. Karl will attend if required. **ACTION: Jane Buckham**

4:4:1. Appointments: John Lambert reported that the survey had been completed and that the data had been collated and circulated. Gordon McPhie had laminated a set of the results to be available in the waiting room. The main issues identified were the problems caused by the 8:00am rush to obtain an appointment and the lack of available online bookings. 3% of patients surveyed had booked on line compared to 36% who would prefer to book on line. 89% wanted to be able to ring at any time to obtain an appointment. Just under 50% would welcome the opportunity to attend the surgery without an appointment and wait to be seen. David Dawson offered to spend some time working with Karl to see if there were opportunities to improve the present system. **ACTION: David Dawson**

4:4:2. Karl Rex gave a breakdown of the revamped appointment system which has been in operation for the last week. More appointments have been made available throughout the day and more pre-bookable appointments available by telephone and internet. It is only possible to book one week in advanced at the moment but will be extended once the new system has been evaluated. The new system will be subject to review and ongoing changes. A "walk-in" session will be considered once the new system has been established.

4:4:3. David Dawson reported on his visit to Woodseats Medical Centre. Woodseats had the advantage of a telephone system that could monitor its ability to meet patient's demand for appointments. The triage system operated, had reduced the number of appointments by 40 to 50%. Karl pointed out that Woodseats did not get a very positive feedback in the recent MORI Poll, GP Survey, which could affect the benefit from a triage system. This issue is to be kept under review by the practice.

5. PPG Bank Account

The bank account has now been opened with a balance of £304.92. There is £20 in petty cash.

6. Practice Update

Dr. Julian Hick is now with the practice as a salaried doctor and he will be working Tuesdays Thursdays and Fridays. Dr. Helen Tallantyr will not be joining the practice but will be available as a locum. Dr. Stephen Gillam will start on 1st October as a long term salaried locum working on Mondays.

7. Monitor/NAPP Feedback. (Appendix A)

Keith Maslen had circulated a copy of his report of the meeting with Monitor. The note concerning deaf patients having problems in making appointments and a facility enabling them to text for an appointment as being helpful, raised the issue of how the practice catered for patients with hearing difficulties. The practice is looking into installing a loop system for patients with hearing aids. With regards to the note "Some practices strike patients off their lists for missing three appointments or for abusive behaviour to their staff," Karl Rex commented that no patients had been struck off the practice's list whilst he has been the Practice Manager and that where there are problems each individual is dealt with according to their particular circumstances.

8. Care Quality Commission (CQC)

The CQC will be involving PPGs in their inspection of GP practices. It was agreed to discuss this matter later when we have an inspection date.

9. National Association for Patient Participation

9:1. Regional Meeting. NAPP is holding a meeting for representatives from PPGs in the East Midland region on Tuesday 1st October to disseminate the things learnt from the PPG Commissioning Champions Project and to share good practice. Keith Maslen will be representing Baslow Health Center PPG. If there are spare places Keith will offer these to other committee members.

ACTION: Keith Maslen

9:2. NAPP membership renewal. NAPP membership renewal is due in October. Karl Rex offered to fund the subscription from the surgery's account as in previous years.

ACTION: Keith Maslen & Karl Rex

10. Derbyshire Dales Locality PPG Network Meeting

There is to be a Derbyshire Dales Locality meeting in October. The date has yet to be announced.

11. Any Other Business

John Beauchamp, a virtual member, has offered his services as a committee member. His offer was gratefully accepted by the committee.

12. Date and time of the next two meetings: Tues. 19th November at 6:30pm

The meeting ended at 8:04pm.

Would members please let Jane Buckham sjbuckham@yahoo.co.uk have any items for the next meeting's Agenda by Sunday 3 November, so that an Agenda can be agreed and circulated in good time.