

## Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on 27<sup>th</sup> March, 2012 at 6.30pm.

### Present

#### Patients:

Denise Hall  
Mary Hampton  
Patricia Lee  
Keith Maslen (Minuting Secretary)  
Lesley Platt  
Richard Powell (Chair)

#### Staff:

Dr. Mark Bermingham  
Karl Rex (Practice Manager)

### 1. Apologies for Absence

Gillian Anderson  
Marita Oury  
Nichola Vaughan,  
Sarah Reid,

### 2. Adoption of the Minutes of the Last Meeting

The minutes of the last meeting were approved and signed as a true record.

### 3. Matters Arising

**National Association for Patient Participation, Membership, Item 5.** . The NAPP pack that was left with reception has re-appeared.

### 4. Election of Officers

Richard Powell asked if there were any candidates for the Officer posts other than the current Officers. There being none other the following were elected on block

**Chairperson.** Richard Powell  
**Vice Chairperson.** Sara Reid  
**Secretary.** Keith Maslen  
**Treasurer.** Mary Hampton  
**Membership Secretary** Marita Oury

### 5. National Association for Patient Participation (NAPP) Conference

It was agreed that the PPG should send two representatives to the NAPP Conference in Manchester on the 26th May. Keith Maslen and Trish Lee volunteered to attend the NAPP Conference. Keith is to make the bookings and arrange transport. **ACTION: Keith Maslen**

### 6. Care Quality Commission Workshop

The CQC arranged this workshop for PPGs to have an opportunity to get the patients' view on the monitoring of standards in primary care. The CQC had limited the places to 30. As all expenses were paid This event has proved so popular that within 48 hours it was over-subscribed, before we had an opportunity to submit an application.

### 7. Practice Update

**7:1. Productive General Practice.** Karl Rex issued a document to members present, outlining this initiative in which the practice has been included along with four other practices in Derbyshire. Productive General Practice is a practical, flexible programme aimed at reducing waste and streamlining services for the benefit of staff and their patients. It is about working more efficiently rather than harder and releasing time for the GPs and other practice staff to focus on patient needs. More can be found on [www.institute.nhs.uk/productivegeneralpractice](http://www.institute.nhs.uk/productivegeneralpractice). Go to the R.H side menu and click on [Productive General Practice](#)

**7:2. SystemOne** (a centralized clinical system that provides a complete management system including electronic patient records) The practice will begin migrating data from the current EMIS system in May. There will be reduced server service from August 13<sup>th</sup> for one week and

EMIS will not be fully functional for this period. There will be a reduced number of patient consultations during the following week (20<sup>th</sup>-25<sup>th</sup>) as GPs will need extra time to get used to entering data onto SystmOne. August has been chosen as this is traditionally the quietest time for surgery appointments. Patients ordering prescriptions via e-mail may require new passwords

**7:3. Medicine Shortages.** The weak pound has resulted in some drugs becoming unavailable in the UK and pharmacies spending up to six hours a week chasing stock. The government have condemned the trade as unethical but can do little as it is legal. It may be necessary for doctors to prescribe an alternative drug if the usual drug is unavailable.

**7:4. Norovirus.** ( winter vomiting bug) Chesterfield Royal Hospital has had a severe outbreak which closed some wards and placed restrictions on visitors.

**7:5. Calow: New Chief Executive, Gavin Boyle.** A letter had been received from the New Chief Executive in which he introduces himself and indicates his wishes to work closely with local GPs in developing a co-operative approach to the challenges ahead as the NHS moves towards the governments new reform agenda.

**7:6. Dr. Margaret Hudson.** Dr. Hudson will be joining the practice on 1<sup>st</sup> April. Dr. Hudson's day off will be Tuesdays.

**7:7. Extended Hours.** Monday's extended hours appear to have been well received by patients. However, as one member pointed out, the new arrangement does not cater for those patients who work away from home during the week and cannot get in to the early Monday morning session.

**7:8. Medical Students.** Medical students do not just spend their time with the doctors in patient consultations but spend some time looking at how the practice works and out on visits with the District Nurse. The present student will be with the practice until April and a new student will begin her placement in May.

**7:9. New Build.** The practice is still awaiting a response from the Chatsworth Settlement Trust. There has been no contact from them this year in spite of many requests from the practice and the contractors

**7:10. Parking.** Parking bays have been marked out and potholes have been filled in following patients requests. Parking remains a problem whilst doctor's surgeries are in progress. Patients collecting prescriptions would find it easier to park if they called between 11.30am and 4.00pm or after 5.30pm. Parking is also available in the lower car park at the Cavendish Hotel.

## **8. Any Other Business**

**8:1:1. Patient Confidentiality.** Concern was expressed about patient confidentiality as there were times when receptionists, whilst talking on the phone, could be clearly heard by other waiting patients. This was not thought to be a problem if the receptionist does not mention the patient's name. Karl Rex would speak with the reception staff. **ACTION: Karl Rex**

**8:1:2 Telephone Messages from Reception** could be a problem when left on answer machines. It was suggested that a message was left to contact reception as a person other than the intended recipient could get the message, thus breaching confidentiality if details of the reason for the call are mentioned. Karl Rex said that it was the usual practice to leave a message to call back and not to mention the reason. Karl undertook to raise this with the reception staff. **ACTION: Karl Rex**

## **9. Date and time of the next meeting.**

Some members had found it difficult to attend a Tuesday meeting. The staff would find a 7.30 start on a Monday problematic. Karl's journey home can take up to an hour and he would then have to return for the meeting. Keith Maslen undertook to contact members to let him know which evenings they would find difficult to attend in order to choose a time agreeable to the majority. **ACTION: Keith Maslen**

**The meeting ended at : 8.05..**

**Would members please let Richard Powell have any agenda items for the next meeting by Friday 18th May, so that an Agenda can be agreed and circulated it in good time.**

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