

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Thursday 5th November 2015 at 6.30pm.

Present

Patients: Jane Buckham (Chair)
David Dawson
Gordon McPhie (Treasurer)
Keith Maslen (Minuting Secretary)
Julia Warne
Lorna Wilson,
Staff: Dr. Waterfall

1. Apologies for Absence

Ellie Anderson, John Beauchamp, Gerry Key, Jennifer Harris, Peter Thompson.

2. Adoption of the Minutes of the Last Meeting

The minutes were accepted as a true record.

3. Matters Arising

3:1. Committee members list. (item 8) The updated committee membership list has been circulated. Peter Thompson's email address has changed. A new list will be circulated updating the contact details.

4. PPG Objectives for 2015-2016

4.1. Communications.

4:1.1. Newsletter. Gordon McPhie will aim to publish the next newsletter before the end of the Year. In keeping with our main objective it is proposed to highlight the issue of the elderly, vulnerable, isolated and lonely in our community. Items for inclusion, including from GPs and chair to be sent to GM. **ACTION: Gordon McPhie, PPG members, The Doctors, Jane Buckham**

4:1:2. Social Media. Lorna Wilson has been updating the information on Facebook. There is a trickle of users accessing the page; it is hoped that the page will get more use in the future as patients become more aware of its existence.

4:2. Vulnerable and Lonely Patients – including Community Transport.

4:2:1. Hathersage Careline. Contact has been made with the careline operators and they have agreed to meet to explain how they set about developing the careline and how it functions. A date for the meeting has yet to be set. **ACTION: Jane Buckham**

4:2:2 Befriending. Derbyshire's Community Directory identify a few befriending services, available to Derbyshire Dales residents, some offer a telephone service and others a face to face meeting. There are many other befriending services available for specific disabilities or long term conditions. It was agreed that the PPG should promote the existence of these services to patients who might benefit from them. How to identify those in need has yet to be established. **ACTION Elderly & Vulnerable sub group**

4:2:3. Directory. Using the Community Directory Gordon McPhie had done some preliminary work on collating information on clubs, societies, organizations and activities available to people in the Derbyshire Dales area.. The subgroup will meet to discuss the detail of the PPG directory and its content. **ACTION: Vulnerable, Isolated and Lonely Subgroup**

4:2:4. Community Transport. Bakewell and Eyam Community Transport (BECT) have set up a petition on the Derbyshire website opposing the withdrawal of its council funding. The petition requires 7500 signatures before the 20th November. The E-petition has been circulated to all 57 members of the PPG and there is a paper version in the surgery. It was noted that the number of signatures had reached just over 2000 with only two weeks left before it has to be submitted.

4:3. Involving Younger Patients. Jane Buckham has had no response from the Scouts since the last meeting. Dr Waterfall has heard that they are still pursuing involvement with Age Concern befriending service in our area. **ACTION: Jane Buckham**

4:4. Urgent Prescription Delivery (UPD). Dr. Waterfall said that the new protocol (outlined in the last minutes, 3rd Sept 2015) was in place and working well. The practice has a weekly delivery service which handles most deliveries. The UDP is only used in exceptional circumstances when patients have no other means of getting their urgently needed prescription. The decision to request use of the service is always made by one of the doctors.

5. Practice Update

5:1. Practice Nurse Lynn Swinhoe has retired. Her replacement, Sally Tasker, has been appointed.

5:2. Advanced Practice Nurse. This position is to be reviewed after 6 months, but the current plan is to extend it as Alison can both carry out consultations and support the nursing team.

5:3. Patient Access to Records. There have been some patient requests for access to their general records. These requests have to be made through the surgery as they were not available online. Dr. Waterfall was asked how patients could access their Online Summary Care Records (SCR), as reported on the practice website. Dr. Waterfall suggested that the Practice Manager would be able to answer that particular question. **ACTION: Keith Maslen**

5:4. Dispensing other Financial Cuts. In response to a question concerning the loss of some services previously provided by GPs, Dr. Waterfall explained that some income had been lost due to some services being given to the private sector. On top of this the NHS has cut the dispensing payment to the practice by 6p per sheet.

6. North Dales PPG Network Meeting. 14th October.

6:1. Future meetings are proposed for 2016: Jan. 2016, 20th April, 20th July and 18th October. JB is unable to attend due to work commitments so any other committee member can attend with KM.

6:2. Problems with Ophthalmology appointment bookings at Chesterfield Royal Hospital. There is an ongoing review of the problem. Problems are also reported in Sheffield.

6:3. Recent news reports of CCGs paying incentives to practices for reducing the number of referrals to see consultants. The meeting was assured that NDCCG do not offer these incentives. However, records are kept and any anomalies noted are investigated.

6:4. FLO, A simple telehealth text messaging service (Presentation). Flo helps patients to take a more active role in their health care. Flo is (*allegedly*) quick to set up and easy to use on your mobile phone. As well as providing personalized health tips, it will send medication reminders. It can be used to monitor several conditions including: asthma, chronic lung disease, stopping smoking, blood pressure, weight control and much more.

Equipment is loaned to the patient to take their own readings which Flo will then send to the GP or nurse, reducing the need to visit the surgery. Dr Waterfall explained that this may not be suitable for all patients.

6:5. 21C #JoinedUpCare. Public consultations will take place from January to March 2016.

6:6. Derbyshire Healthwatch (Presentation). Healthwatch is based in Belper. It is Independent from the NHS and funded in the main by County Council and the NHS. They are a company limited by guarantee with a contract for five years. As a watch dog they need patients to communicate with them, sharing their experiences of health and social care, both good and bad. They will act on issues which are flagged up by a number of complaints.

7. Any Other Business

7:1. NAPP membership. The practice was thanked for having paid next year's membership subscription to the National Association for Patient Participation.

7:2. All Party Parliamentary Group on Primary Care and Public Health Inquiry. NAPP have been invited to contribute written and oral evidence to this Inquiry in mid-December. To this end they have invited PPG members to respond to a short survey which will be distributed to PPG members. **ACTION: Keith Maslen**

7:3. Baslow Winter Festival. With reference to the PPG objective of improving life for the isolated, vulnerable and lonely, it was suggested that residents be encouraged to bring a neighbour with them.

8. Date of the next Meeting. 7th January 2016. Future meetings 3rd March and 5th May (AGM)

The meeting ended at 7.35pm

Would members please let Jane Buckham sjbuckham@yahoo.co.uk have any items for the next meeting by Thursday 31st January, so that agendas can be agreed and circulated in good time.