

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 6th January, 2015 at 6.30pm.

Present

Patients:

John Beauchamp
Jane Buckham (Chair)
David Dawson
Jennifer Harris
Gordon McPhie (Treasurer)
Keith Maslen (Minuting Secretary)
Peter Thompson
Julia Warne

Staff: Dr. Waterfall

1. Apologies for Absence

Liz Henderson, Gerry Key, Lorna Wilson,

2. Adoption of the Minutes of the Last Meeting

The minutes were accepted as a true record following an amendment to 4:1. *"The senior citizens do not use the community transport as it can be cheaper to use a taxi."* Was replaced with, *"Senior Citizens do not use Community Transport, as they can no longer afford it"*. It was noted that the Senior Citizens Group had been paying £45 to hire the Community transport bus. Members now arranged lifts for those in need.

3. Matters Arising

Healthwatch Visit. (item 5:2) The PPG had received a copy of the report from the CCG. The report was complimentary to the practice and Dr. Waterfall would check with the practice that the PPG could distribute it to patients. **ACTION: Dr. Waterfall**

4. PPG Objectives for 2013-2014

4. Patient Experience. Lorna was unable to attend the meeting . The report on Patient Experience was carried over to the next meeting. **ACTION: Lorna Wilson**

4:2. Communications.

4:2:1. Newsletter. The second newsletter has been published. Copies have been circulated to residents of Baslow, Calver and Curbar and have been available in the surgery. The surgery has distributed around 400 by email and all PPG members have had copies by email. Gordon McPhie and his team of helpers were thanked for editing and organizing the printing and distribution.

4:2:2. Email Communication. The committee asked if it was possible for the practice to inquire if patients, who would like to receive future newsletters, would give permission for their email addresses to be passed to the PPG. **ACTION: Dr. Waterfall**

4:2:3. A letter had been received from a virtual member suggesting that some patients would find it helpful if the photos of committee members were published. Committee members were asked to send photos to Gordon. Jennifer Harris suggested that Calver Parish Magazine would most likely publish an article and photos of PPG committee members if they were sent to the editor. **ACTION: Committee members**

4:3. Involving Younger Patients. Jane Buckham had met with a patient who was prepared to assist with the setting up of a PPG twitter and Facebook accounts. Dr. Waterfall indicated that the practice would like to have shared accounts with the PPG. The practice will set up a joint meeting with the patient and Jane. **ACTION: Dr. Waterfall & Jane Buckham**

4:4. Appointments. David Dawson had produced the analysis of the Appointments Survey's free text comments and concluded that many comments were based on misconceptions and lack of knowledge of the present methods of making appointments. The other survey results were reported in the Winter 2014 newsletter. There appears to be a need to improve patient awareness of the booking opportunities available to them. **ACTION: Communication Subgroup**

4:5. Transport.

4:5:1. DCC Bus Questionnaire. Julia Warne did a good job providing a supply of the DCC's Transport Questionnaire. However, there is only one bus serving Baslow which attracts a DCC

subsidy (the 66). The few people who use it and took the trouble to complete the questionnaire are thought to be unlikely to influence the council's decision to maintain the present service.

4:5:2. Urgent Patient Transport and medicines delivery. It was proposed that the practice consider providing an urgency service for patients needing a same day appointment but unable to get transport to and from the surgery and for the urgent delivery of medication. The practice will discuss if they could provide the administration if the PPG and other volunteers could provide the transport/delivery. **ACTION: Dr. Waterfall**

5. Practice Update

5:1. Pharmacy Application. The practice has taken legal advice over the situation. David Dawson reported that the parish Council had been informed that there had been some 70 letters /emails written to NHS England, from patients and pharmacies; all of which had opposed the application

5:2. New Doctor. Dr. Rebecca Goodchap , the replacement for Dr. Ross who is on maternity leave, has made a good impression on the practice.

5:3. A routine consultation is for 10 minutes. Patients should ask for a double appointment if they have complex issues or several problems that will take longer.

5:4. The practice will not be taking part in the CCG's (Clinical Commissioning Group's) initiative, to set up a joined up care system, where patients in participating practices will have access to a GP from 8am to 8pm 7 days a week. The practice feels that being a small practice it knows its patients best and patients know their doctors. Also, the finance for this initiative will only be for the first year.

5:5 Patient Access to Medical Records. The practice is working towards Patients being able to access their medical records via the practice website from March this year.

6. Medicines Reuse

Dr. Jordan and Karl Rex (Practice Manager) were agreed that they would like to be part of a reuse scheme if it was practical. Dr Waterfall would look into what progress has been made Jane Buckham and Jennifer Harris offered their services as both have pharmaceutical backgrounds.

ACTION: Dr. Waterfall

7. NAPP: PPG Framework Priorities

Keith Maslen had circulated all PPG members with a list of the identified priorities but requires more responses in order to identify areas on which the PPG committee should concentrate their efforts. Keith will follow up this to get more responses.

ACTION: Keith Maslen

8. Meetings

8:1. North Dales PPG Network Meeting. Copies of the minutes have been circulated.

8:2. North Derbyshire Clinical Commissioning Group 21C Project, #Joined up Care

NDCCG are holding a consultation on 30th January. Keith Maslen will be representing the PPG at this meeting.

9. Any Other Business

Gordon McPhie reported that he was having problems with accessing parts of the practice website.

ACTION: Dr. Waterfall

12. Date and time of the next meeting: Tuesday 10th March at 6.30pm.

The meeting ended at 7.57pm.

Further Meeting Dates for 2015: 12th May (AGM), 14th July, 8th September and 10th November.

Would members please let Jane Buckham sjbuckham@yahoo.co.uk have any items for the next meeting's agenda by Sunday 1st March, so that an agenda can be agreed and circulated in good time.