

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 9th July, 2013 at 6.30pm.

Present

Patients:

Jane Buckham (Chair)
Gerry Key
Gordon McPhie (Treasurer)
Keith Maslen (Minuting Secretary)
Richard Powell
Julia Warne
Lorna Wilson

Staff:

Karl Rex (Practice Manager)

Apologies for Absence

Mary Hampton
John Lambert

Gerry Key was welcomed to his first meeting.

1. PPG Objectives for 2013-2014 & long term objectives

Appointments: Lead- John Lambert

Improving the Patient Experience: Lead- Lorna Wilson

Communications and Managing rumors: Lead -awaited

To involve younger patients: Lead- Jane Buckham

A sub-group should be set up for each of these objectives. Managing rumours could be achieved through better communications. Jane Buckham would look into enrolling someone, possibly from the virtual group, to take the lead on the Communications sub-group.

ACTION: Jane Buckham

2. Membership

2:1 Membership Secretary. Jane Buckham will look for someone with good IT skills who will develop the virtual group and make it more representative of the practice population

ACTION: Jane Buckham

3. PPG Bank Account

3:1 Financial Statement. Gordon McPhie presented a statement of the PPG's account covering the period from its inception to the 30th April 2013. Richard Powell proposed and Keith Maslen seconded that it should be accepted as a true record and was approved unanimously.

3:2. Bank Account Terms. Gordon proposed and Keith Maslen seconded that the terms below be accepted. The meeting agreed unanimously. This allows a bank account to be opened.

1. A bank account or accounts be opened with HSBC Bank plc (the 'Bank') in the name of Baslow Health Centre Patients Participation Group ('BHCPPG').

2. Certify to the Bank that the BHCPPG has a separate identity from its members and that no individual has a right to be paid, or will directly benefit from, any interest earned.

3. That the Bank is authorised to :

a) pay all cheques and any other instructions for payment or accept instructions to stop such payments signed on behalf of the BHCPPG by the Chairperson, Secretary and Treasurer, whether any account is in debit or credit. A single signature for amounts up to £20 and 2 signatures for values over £20.

- b) deliver any item held on behalf of the BHCPPG by the Bank in safe keeping against the written receipt of the signatory, and
- c) accept the signatory as fully empowered to act on the behalf of the BHCPPG in any other transactions with the Bank (including closing any accounts).
- 4. That any debt incurred by the Bank under this mandate shall, in the absence of written agreement by the Bank to the contrary, be repayable on demand.
- 5. That the Secretary from time to time is authorised to supply the Bank as and when necessary with lists of persons who are authorised to sign, give receipts and act on behalf of the BHCPPG, and that the Bank may rely on such lists.
- 6. That these resolutions remain in force until cancelled by notice in writing to the Bank, signed by the Chairperson or Secretary from time to time acting or claiming to act on behalf of the BHCPPG, and the Bank shall be entitled to act on such notice whether the resolutions have been validly cancelled or not.

4. Practice Update including MORI poll results.

4:1. GP Changes. Dr Waterfall became a partner on 1st July. Two new GP's have been recruited, Helen Tallantyre who starts in August and Julian Hick who starts in September Dr Eleanor Ross will continue as a salaried GP. There will be a male Doctor available on a Tuesday, Thursday and Friday from 5th September.

4:2. MORI Poll, GP Patient Survey. The results indicated that patients are generally satisfied with the service and that we compared reasonably well in most areas with other North Dales locality practices. A question was raised concerning the amount of time that doctors had for consultations. The time allotted is normally 10 minutes. Some consultations may be slightly shorter but at times the situation may require the doctor or nurse to stay with the patient for much longer, creating temporary delays. The intention of the practice is not to reduce this time at present.

4:3. Refurbishment of the surgery. This is to commence on Monday 15th July, starting with the Waiting area which is to be redecorated, new carpet laid and new seating purchased. A 32" information screen is to be installed and the potholes in the drive are to be filled.

5. Appointments

5:1. Appointments Survey. The working party have met twice and produced a questionnaire which is being completed by patients visiting the surgery throughout July. When possible the office staff are encouraging patients to complete the forms. The committee wished to record their thanks to the office staff for their support. About 40 forms are being completed each day. Gordon McPhie will collate the responses and the working party will meet on 16th August to review the results. Another survey will be taken later in the year to see if any changes made to the system are effective or if the different time of the year raises other issues. **ACTION: Gordon Mc Phie**

5:2. Triage Appointment System. David Dawson is to visit the Woodseats medical Practice, Sheffield to assess their medical triage appointment system for consideration by the group.

6. Surgery Representation

The presence of medical staff demonstrated commitment to the PPG and indicated that the PPG input was valued. Karl Rex said that with only two partners it was difficult to find the time to attend PPG meetings and that the issues raised were reported at management meetings as both partners had to be involved in any major decisions. Whilst the committee was understanding of the problems involved it was thought that six monthly attendance of a doctor would be preferred, if only for the early part of a meeting. It was also suggested that it would be useful if the Chairperson had occasional meetings with the partners and that the minutes of each PPG meeting should be signed off by one of the partners prior to the following meeting. **ACTION: Karl Rex**

7. Adoption of the Minutes of the Last Meeting

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

8. Matters Arising

8:1. Private Flu Vaccinations. NAPP has reported that as GPs have the vaccines supplied by the NHS they can only vaccinate targeted groups. Pharmacies order their own and can administer them for as little as £10.

8:2. Repeat Prescriptions. Reviews for repeat prescriptions will now be carried out annually with the exception of those for controlled drugs which will be reviewed twice a year. It was thought to be important that a level of tolerance should be exercised to ensure that patients have adequate supplies of essential medication.

ACTION: & Karl Rex

10. Any Other Business

10:1. Patient Issues. Three issues had been raised by virtual Members highlighting problems in communications internally and with the patients. Karl would raise these issues within the practice and Gordon McPhie will review the letter which is sent to patients who miss their appointments.

ACTION: Gordon McPhie

10:2. Prescription renewal. This continues to cause problems

Date and time of the next two meetings: Tues. 10th September and 19th November at 6:30pm

The meeting ended at 8:12pm

Would members please let Jane Buckham sjbuckham@yahoo.co.uk have any items for the next meeting's Agenda by Sunday 25th August, so that an Agenda can be agreed and circulated in good time.