

Minutes of the Ashenfell Surgery Patient Participation Group (PPG) meeting held on 26th September, 2011 at 6.30pm.

Present

Patients: Denise Hall
Keith Maslen (Minuting Secretary)
Lesley Platt
Sarah Reid (Chairperson)
Nichola Vaughan
Margaret Wilkinson

Staff: Dr. Mark Bermingham
Karl Rex (Practice Manager)

1. Apologies for Absence

Jane Buckham, Mary Hampton, David Jackson, Richard Powell.

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

3:1 PPG Photographs item 3:2. Karl reported that he had not received any photographs of PPG members as requested. See original item minutes of the meeting 23rd. May 2011 item 4:1. Keith Maslen was asked to send out an email to remind PPG members. **ACTION: Keith Maslen/PPG Members**

3:2 Communication with patients item 3:6. Karl Rex had spoken with other practice managers with experience of setting up a Yahoo group for communicating with patients. They found it was open to abuse and had to stop using it. At present the best way forward may be to use the PPG page on the practice website

3:3 Dispensary Survey Results item 3:7. Karl Rex reported the following findings:

- Distribute 500- 11% of the list size (based on list size of 4,419)
- Returned 67
- Return rate equates to 13%
- Patients wanting to start using the service 0
- Patient's comments on the service:
 - Excellent: 64 (96%)
 - Good: 3 (4%)
 - OK: 0
 - Needs improvement: 0
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- Additional comments from the survey: Terrific (x2), Appreciated, Would like delivery service when family are away on business, Not comfortable asking for advice at the hatch, 24 hour turnaround
- In spite of a low return rate, the results from the survey clearly indicate that the dispensary service provision is excellent.

4. Draft Constitution Amendments

3:1. Membership of the PPG shall be open to all persons over the age of 16 who are patients of the Practice. Younger patients may be co-opted onto the committee.

4:1. The management of the PPG shall be undertaken by a Committee consisting of a minimum of five and a maximum of twelve members, including its officers, namely: Chairperson, Vice-Chairperson, Secretary and Treasurer.

4:3. The Committee members will be elected for two years at the Annual General Meeting. Half of the committee will stand down at the AGM and will be eligible to stand for re-election.

4:4. Officers of the Committee will be appointed by the committee.

4:5. There should be at least one representative of the Practice at each meeting. The Practice will nominate its own representatives, who will attend each meeting. The practice will have one vote.

5:2:1. A Special General Meeting of the PPG shall be called either by the committee or on application to the Secretary, signed by not less than twelve members. The meeting shall be convened to discuss only that item for which it was called.

5:3:5 Deleted and **6. Quorums** inserted: The quorum for all meetings shall be five full members, including two elected officers.

5:3:7 deleted.

5:3:6 and 5:3:8 renumbered 5:3:5 and 5:3:6 respectively.

5:4 deleted and replaced with **7. Minutes** shall be kept of the proceedings of all meetings.

7 is renumbered **9** and **8** is renumbered **10**

10:1. The PPG may be dissolved by the practice has been added to this clause.

ACTION: Keith Maslen to update the constitution

The meeting thanked Keith Maslen for the work he had put into producing the Constitution

5. Table Top Sale

All of the tables had been booked. The PPG would run a cake stall and provide tea coffee and cream teas. Helpers were requested to arrive at 8 o'clock to assist with the setting out of the tables.

ACTION: PPG Members

6. Darly Birth Centre

Sarah Reid raised the issue of the proposed closure of the birthing centres at Buxton and Darley Dale and encouraged members to complete the survey on the following website http://www.derbyshirecounty.nhs.uk/services_we_buy/service-developments-consultations there is currently a consultation period which finishes at the end of October. The loss of the Darley Dale Birthing Centre would remove the option of continuous maternity care. There is no longer any midwife cover in Baslow Health Centre and the closure of Darley Dale would deplete the service further. Concern was raised at the lack of publicity given to the consultation period of three months which began in August. Members were encouraged to write to their MP to express any concerns they have with this issue. Sarah Reid will circulate information about the Matlock Mercury petition.

ACTION: Sarah Reid

7. Surgery name change:

Karl Rex informed the meeting that the practice had changed its name to Baslow Health Centre. A new sign is to be erected at the entrance, the new logo sporting the new logo and a space to be used to advertise any services or events.

8. New Build Update:

The new build had not begun at the beginning of September as hoped. There was no information as to when a start would be made.

9. Extended Hours:

Karl Rex is to compare patient needs with the availability of the doctors. There should be more appointments for patients, some of which will be bookable in advance.

10: Dr. Barstow leaving & Implications

Dr. Barlow will be moving to Suffolk to be nearer to his family. Dr. Waterfall may increase her workload to help fill the gap whilst another appointment is made. . Karl Rex informed the meeting that the Practice is currently undertaking a requirements review prior to deciding on how to proceed with another appointment.

11. 111 Telephone System

Karl Rex informed the meeting that the 111 telephone system would be going live for people with 01246 and 01629 codes from 18th October 2011. The whole country will have 111 coverage from April 2013.

It is designed to get urgent medical help when it is not a 999 emergency and will replace NHS Direct across the nation in April 2013

There were two options for transferring calls made to the health centre during out of hours. The first option was preferred by the PPG as being the simplest and less confusing as it would transfer the caller to the NHS 111 service or allow the caller to hang up and dial 111 if they chose to. Unlike the second option which required the caller to hang up redial 111 and would not transfer them.

12. Support Groups

This item was postponed as problems had been identified by the practice.

13. Winter Planning

In the event of severe winter weather conditions it was decided that Karl Rex would notify members of the PPG if it was necessary to postpone or cancel the meeting.

14. Any Other Business.

14:1. Denise Hall reported that Calver Film Club had had presented a check for £142 to Artability

14:2 Nichola Vaughan requested that a link be established on the Health Centre's web site to the BBC Sheffield Kids' Scanner Appeal. **ACTION: Karl Rex**

15. Date and time of the next meeting: 28th November, 2011 at 6.30pm,

The meeting ended at : 7.50pm.

Would members please let Richard Powell have any agenda items for the next meeting by Friday 18th November, so that we can agree the Agenda and circulate it in good time. richardhenrypowell@gmail.com