

### **3rd Annual General Meeting of the Baslow Health Centre Patient Participation Group Tuesday 13th May, 2014.**

#### **Open Discussion and PPG Objectives for the next Year**

Alan Edwards (referring to the British Medical Association's local medical committee conference in York on May 22, where they intend to debated and vote upon introducing charges for GP appointments and by doing so avoid the cost to the NHS of £160million caused by patients not attending appointments.) asked how big a problem was the non attendance for appointments for the Baslow practice.

Karl Rex replied, saying that patients not attending was not a big problem at the surgery and that since the appointment system had been modified the DNA (Did Not Attend) numbers were fewer. Interestingly there were more DNAs which were booked on the day than those booked in advance. Patients arriving late for an appointment were a bigger problem but they are accommodated rather than being turned away. One of the reasons for lateness is the poor transport situation. Public transport for many patients is either nonexistent or very poor and patients without personal transport have great difficulty, some having to wait around in the surgery for long periods. The Community transport has to be booked well in advance and does not cater for same day appointments. There is a need for a "standby on the day" transport facility particularly as a large proportion of our practice population are elderly, many of whom can no longer drive and have great difficulty or find it impossible to walk any distance. It was thought that it might be possible to organise something on a voluntary basis if the constraints of legal liability and insurance could be worked out.

Dr Jordan suggested that more pressure needs to be put on to the council to improve the current public transport system which serves our area and that as our local MP we should involve The Rt. Hon. Patrick McLoughlin MP, Secretary of State for Transport.

Keith Maslen said that two bus services in rural Derbyshire have just been resumed following pressure from the public.

It was suggested that the transport issue should be raised at the Annual Parish Meeting, as it is something that affects the whole village.

David Dawson was concerned about the long term care in the community of complex cases as it required high quality care from professional health care specialists. Would Baslow as a relatively small practice be able to meet the needs patients required and what options were being considered?

Karl Rex said that as part of the introduction of integrated care in the community the Clinical Commissioning Group have appointed a Care Co-ordinator who will look at each case and be responsible for identifying and organising the necessary care from health professionals, social services and the voluntary sector.

Dr. Jordan said that the practice already had access to many specialist health care professionals.

A question was asked about the practice protocol when treating patients who smoked.

Dr. Jordan informed the meeting that a doctor might speak to them about the dangers to their health. It was important that they wanted to give up and had the will to do so. If the patient wishes to stop smoking they may be referred to a 'stop smoking' clinic where a NHS stop smoking adviser will meet with them every two weeks and provide support and necessary medications.

Lorna Wilson as the Lead member of the Patient Experience sub-group asked the meeting if there was any support for self help groups as the Patient Experience sub-group was looking at setting up support groups for patients with long term conditions.

Dr. Jordan thought that loneliness was a problem for a lot of people in this area and something as simple as a coffee morning may be welcomed.