

## Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held at 6.30pm on Tuesday 11th November, 2014.

### Present

#### Patients:

Jane Buckham (Chair)  
Liz Henderson  
Gerry Key  
Gordon McPhie  
Keith Maslen (Secretary)  
Julia Warne  
Lorna Wilson

**Surgery Rep.** Dr. Jordan

**1. Apologies for Absence:** John Beauchamp, David Dawson, Peter Thompson, Jennifer Harris

### 2. Adoption of the Minutes of the Last Meeting

The minutes were accepted as a true record.

### 3. Matters Arising

**3:1. (item 7) Developing Quality Patient Participation Framework.** Keith Maslen has made a list of the priorities indicated in the framework response and would circulate these to the committee for discussion at the next meeting. **ACTION: Keith Maslen**

**3:2 (item 8:1) Cardiac Defibrillators.** Funding for these is now in place. They are safe to use as no shock will be delivered if a heartbeat is detected by the defibrillator.

**3:3. (item 8:2. Vote of Thanks)** The secretary has written to Karl Rex thanking him for his contribution to the PPG over the past three years.

### 4. PPG Objectives for 2014-2015

**4:1. Patient Experience.** A poster listing clubs, societies and organizations in the practice area would be useful. Some patients would benefit from getting out of the home and socializing with others but are unable to do so as they have limited mobility or lack transport;. Some would not attend if they had no contacts or friends to go with. A system whereby lifts could be given and where a member was nominated to look after a new-comer would help alleviate the fear of going for the first time and not having someone to talk to. The senior citizens do not use the community transport as it can be cheaper to use a taxi. In many cases members of organizations will give lifts to other members. If the person in need of transport uses a wheelchair, requires pushing up ramps or needs lifting, this can make it more difficult, as specialized transport or equipment may be required. It was suggested that there was a need to reach out to Calver and other outlying communities. Lorna Wilson offered to coordinate transport if required.

**ACTION: Lorna Wilson**

**4:2. Communications.** The newsletter is ready for printing. It was decided to accept the quote Gordon McPhie has received from Chesterfield Town Hall for 600 copies at a cost of £68. The practice offered to pay half of the cost. **ACTION: Gordon**

**McPhie**

It was suggested that the virtual PPG members be invited to assist with the distribution of the Newsletter. **ACTION: Keith Maslen**

It was considered important to publish the Newsletter ASAP as there are two important issues addressed which need to be responded to in the next couple of weeks: The application to open a pharmacy on Church St. and the County Councils consultation concerning proposals to withdraw two thirds of its funding for buses and the whole of its subsidy to community transport by 2016/2017. Letters objecting to the opening of a pharmacy have to be with NHS England by 1<sup>st</sup> December and the transport consultation survey has to be returned by 12<sup>th</sup> December. Forms for the transport consultation are available online, in the libraries and in the surgery.

**4:3. Involving Younger People- increasing virtual membership.** The surgery has a Facebook account on which the PPG were invited to place messages, rather than have a separate page. The Committee has advertised in the newsletter. for someone with the necessary skills and time to set up and manage a Twitter and Facebook account,

**4:4. Appointments Follow-up Survey.** David Dawson was not present at the meeting and will present the collated comments made by patients to the next meeting **ACTION: David Dawson**

**4:5. Transport.** Julia Warne brought a supply of the DCC's Transport Questionnaire to leave in the surgery. Concern was expressed that it will result in yet more cuts in rural services as these are the ones which receive the subsidies. The surgery will arrange for prescriptions to be delivered to patients with transport problems. They need to make themselves known to the surgery. Keith Maslen raised the issue of the proposed cuts to transport subsidies at the Derbyshire Dales Community Forum. There was a positive response from the public present and DCC Councilor Mike Longden, who subsequently investigated the history of the demise of the 214 bus service and provided some of the details. Keith contacted the Council but the response to the PPG's questions, have been very disappointing. The DCC were unable to give some details due to "commercial sensitivity" and the recent change of policy in allotting blanket funds to bus companies was given as the reason for there being no details of any subsidy given to the 214 service. The details of routes and services published on the DCC website, along with the public consultation papers on the proposed cuts to subsidies, would indicate that this was, if true, not the whole truth.

## 5. Practice Update

**5:1 New Doctor.** Dr. Rebecca Goodchap has replaced Dr. Ross

**5:2. Healthwatch Visit.** Healthwatch reported that only 2 in 15 patients were aware of the PPG. A full report has not been seen by the PPG

## 6. Reports from NAPP and The Dales PPG network

### 6:1 NAPP E-bulletin:

**6:1:1.**"From 1 April 2015, it will be a contractual requirement for all **English** practices to have a PPG and to 'make reasonable efforts for this to be representative of the practice population'. The practice must engage with the PPG including obtaining patient feedback and agreeing, where appropriate, to act on suggestions for improvement."

**6:1:2. Online access to medical records.** "Patient online access to their medical record will be widened. The 2014-15 contract required practices to provide by March 2015 online access to summary information i.e. medications, allergies, adverse reactions and any other items of data agreed between the patient and practice. They will also be required to offer online access to more detailed information, where requested by a patient, i.e. information held in coded form. GPs have the option and tools to withhold coded information and /or free text within the record where they judge it to be in the patient's interests or where there is reference to a third party."

### 6:2 Dales PPG network

The North Dales PPG Network has now elected an independent chairman: Dan Zamoysky.

The CCG will continue to facilitate the group offering secretarial support.

All PPG's are experiencing difficulty in getting representation across the practice population.

PPGs can request a visit from a lay member of the CCG.

Analysis of the 'GP Patient Survey' shows Baslow to be performing above the UK average in all tested areas.

## 8. Any Other Business

**8:1. Surgery Telephone: number withheld message.** A patient had contacted the PPG to ask why this was the case as it appeared to indicate it was a nuisance call which may go unanswered. Dr. Jordan reported that the surgery no longer continued with this practice.

**8:2. Recycling Medicines.** The practice no longer recycled medicines to third world countries as the regulations made the process uneconomic. Keith Maslen gave Dr. Jordan an article from NAPP's 'Patients Matter' magazine giving details of Inter Care's scheme which is at no cost to the surgery and would save some of the cost of having the medicines destroyed. Jane Buckham offered to assist with the sorting of the medicines. Dr. Jordan said that the practice would look into this scheme. **ACTION: Dr. Jordan**

## 9. Date and time of the next meeting. Tuesday 6th<sup>th</sup> January at 6.30pm,

Meeting Dates for 2015: 10<sup>th</sup> March, 12<sup>th</sup> May (AGM), 14<sup>th</sup> July, 8<sup>th</sup> September and 10<sup>th</sup> November.

The meeting ended at 7.45pm.

Please let Jane Buckham [sjbuckham@yahoo.co.uk](mailto:sjbuckham@yahoo.co.uk) have any items for the next meeting's Agenda by Monday 29th December, 2014