

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 19th November, 2013 at 6.30pm.

Present

Patients:

John Beauchamp
Jane Buckham (Chair)
Gerry Key
Gordon McPhie (Treasurer)
Keith Maslen (Minuting Secretary)
Julia Warne
Lorna Wilson
David Dawson

Staff: Karl Rex (Practice Manager)

Dr. Jordon and Dr. Hicks (Present for Items 1, 2 and 3)

Apologies for Absence

Richard Powell, John Lambert

Dr. Jordon introduced Dr. Hicks to the meeting and John Beauchamp was welcomed on to the committee.

1. Adoption of the Minutes of the Last Meeting

The minutes were accepted as a true record.

2. Matters Arising

NAPP membership renewal: item 9:2. 9:2. NAPP membership has been renewed for 2014

3. North Derbyshire Clinical Commissioning Group (NDCCG), Primary Care Public Meeting

An invitation to a primary care public meeting at the Chesterfield Football Club stadium on Monday 25th November has been received by the secretary who has circulated it with the attached documents to the rest of the committee. The event is to outline the possible changes to GP surgeries and seek the patients' perspective as to how GP surgeries might work in the future under the restraint of the massive financial pressures faced by the NHS.

Those attending will be asked for their views on: practices merging or working together to offer appointments, using technology to make it easier to get appointments and offering home visits at different times of the day.

Dr. Jordon outlined some of the austerity models that may need to be adopted in the future; some of which may not be advantageous for the patient but will save money, e.g. Patients might be expected to ring a central office for an appointment within a group of surgeries. They may be told to which surgery they should go and whom they should see. The patient's choice may be limited. Some patients may be directed to other surgeries or centres which specialise in particular diseases or long term conditions like diabetes.

The CCG is looking to set up a federation of the individual GP surgeries to enable them to be competitive in commissioning for services such as medical screening or flu jabs. If the larger private companies providing health care services, e.g. Tesco and Virgin, undercut the local CCGs then one might have to go somewhere other than the local GP for some services like flu jabs.

4. PPG Objectives for 2013-2014

4:1. Patient Experience. It was suggested that Lorna had a meeting with Karl Rex to discuss patient experience issues that may benefit from PPG involvement. **Action: Lorna Wilson**

4:1:2. With regard the previous item (item 3 above) it was suggested that patients should be asked what services they would wish to see provided at the surgery. David Dawson suggested that first we needed information about services the CCG are planning to centralize and which services are likely to be available for GPs to commission.

4:1:3. The new touch screens introduced into NDCCG surgeries may provide useful feedback on patient experience if the data collected by the CCG is shared with the surgery PPG. (See item 6:1)

4:2. Communications. Gordon McPhie produced a draft of the first newsletter. It was decided that the newsletter should be a joint venture between the surgery and the PPG and that copies would be available from the surgery, on the practice website and via email to all vPPG members

and any other patients prepared to share their email contact details. **ACTION: Gordon McPhie**

4:3. Involving Younger Patients. Jane Buckham, Karl Rex and a representative from the Bakewell Practice PPG went to speak with the VIth Form at Lady Manners School. Feedback on methods of communication from the practice to young people indicated that they would like links on the surgery website which they could follow as the need arose. They did not want direct approaches via social media.

As yet there were no volunteers to participate in working with the PPG from Lady Manners or the Baslow School's Parents' Association. Jane was considering contact with the Toddlers Group and the Peak District Youth Forum was suggested by Julia Warne. **ACTION: Jane Buckham**

4:4. Appointments. Karl Rex had met with David Dawson. More prebookable appointments have been made available. The appointment changes made so far have worked well and have eased the workload of the receptionists during the '8 o'clock rush' period. Currently it is possible to prebook an appointment one week ahead in person or by telephone and two weeks on the internet. There are plans next year to make further prebookable appointments available. Patients will be kept informed of changes via the information screen and the newsletter.

5. Membership Update

Keith Maslen reported that there were now twenty-nine PPG members: nineteen virtual members and 10 committee members.

6. Practice Update

6:1. A new touch screen has been provided to the practice, by the Clinical Commissioning Group (CCG), to use for patient surveys in each of the 38 North Derbyshire surgeries. The costs are reported to be in region of £1200 for the screen and £250 annually for the software licence. From next year the surgeries will be responsible for the cost of the licence. The practice did not feel that this was the best use of very limited finances. The CCG has made the surveys a quality of performance indicator.

6:2. The 214 Bus has been suspended since June making it difficult for some patients in the Calver area to get to the surgery. Karl Rex has copies of a survey designed to assess the needs of transport in the community and requested that the PPG request a regular Calver to Baslow bus service. **ACTION: Jane Buckham**

7. North Dales PPG Network Meeting

7:1. Structure of the CCG. Jane Buckham circulated a sheet showing the structure of the CCG and how the PPGs fit into the framework. **Appendix A**

7:2. Integrated care. The policy of integrated care is to involve the social, primary and secondary sectors in working closer together along with the voluntary sector. The voluntary sectors involvement is to reduce health and social care costs. In the next two weeks, Jane will meet with volunteers from the committee to look at the proposed voluntary services presented at the Network Meeting. Comments made will then be fed back to the CCG.

ACTION: Jane Buckham

8. North Dales Stakeholder Meeting

John Lambert and Keith Maslen attended the meeting where good and bad experiences of the NHS were shared in Groups. Stakeholders were also asked to give their views on the services which they felt the CCG should be buying next year.

9.AOB

Keith Maslen drew attention to the forthcoming CCG primary care public meeting on the 25th November, at the Chesterfield Football Club stadium, which is to debate the changes in the ways that GP surgeries may work in the future. Keith will not be available to attend and encouraged others to attend if possible.

12. Date and time of the next meeting: Tues. 7th January at 6:30pm

The meeting ended at 8:13pm.

Would members please let Jane Buckham sjbuckham@yahoo.co.uk have any items for the next meeting's Agenda by Friday 31st December, so that an Agenda can be agreed and circulated in good time.