

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 7th January, 2014 at 6.30pm.

Present

Patients:

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

Staff: Karl Rex (Practice Manager)
Dr. Jordan

1. Apologies for Absence

Richard Powell, John Lambert, Lorna Wilson

2. Adoption of the Minutes of the Last Meeting

The minutes were accepted as a true record.

3. Matters Arising

3:1. The 214 Bus. (Item 6:2) Jane Buckham has written to the bus company and to the council highlighting the problems faced by local patients wishing to attend the surgery. She had received a reply saying that the situation was being considered. The PPG is to organise a petition and to lobby influential people and organisations. **ACTION: Jane Buckham**

3:2 Public Meeting, 25th November (Item 3). Jane Buckham asked the practice if there had been any developments following the meeting. Dr. Jordan informed the meeting that all of the 38 practices in the North Derbyshire Clinical Commissioning Group (CCG) had signed up to federation in order to be competitive with the large private companies when commissioning services

4. PPG Objectives for 2013-2014

4:1. Patient Experience. It was suggested that as Lorna may not be available to attend the next meeting it might be possible to liaise via e-mails to get the sub-group working on issues which would improve the experience of patients and be helpful to the practice. **Action: Lorna Wilson**

4:2. Communications.

4:2:1. Newsletter. The first newsletter has been published. Some copies have been available in the surgery but the circulation had been disappointing. There is a need to distribute via e-mail to keep the cost down. The practice does not have many e-mail addresses for patients. It was felt necessary to publicise the availability to more patients through the practice website, the parish magazines and the information screen in reception.

ACTION: Communication Sub-Group & Karl Rex

4:2:2 Promoting the work of the PPG. It was thought that the PPG should be more proactive in promoting the work of PPGs. It was suggested that links with other local PPGs may make it easier to get an article in the local press which would reach a wider audience than the Parish Magazines.

ACTION: Communication Sub-Group

4:3. Involving Younger Patients. Approaches to St. Annes' PTA and Lady Manners School have not produced any interest from younger patients. Jane Buckham will approach the mums' and toddlers' group and community meetings.

ACTION: Jane Buckham

4:4. Appointments. Prebookable appointments have been increased further. They now account for 50% of available appointments. There is no further increase planned for the near future. Demand is high at this time of the year. In order to cope, doctors are using a call back telephone consultation where appropriate. Anecdotal evidence would indicate that the changes have been well received. The Appointments Working Party will reconvene to prepare a short follow up survey to ascertain the benefit gained by patients when booking appointments

ACTION: Appointments working Party

5. Practice Update

5:1 Practice Boundaries. From October this year there will no longer be practice boundaries and patients will be free to choose to which practice they will belong. As yet, the practicalities of this do not appear to have been considered. There could be problems with home visits for patients who live well outside of the old boundaries which would make it difficult and expensive to make home visits.

5:2. Redecoration. The reception area has now been refurbished and decoration is taking place in the consulting room area. The photographs of staff are now displayed on the information screen and the photographs of the past partners will be replaced in the consulting room corridor following redecoration.

6. North Dales PPG Network and Stakeholder Meetings

6:1. North Dales Locality PPG Network Meeting. The next meeting of the North Dales Network meeting is to be held on 28th January 2014

6:2. Care Quality Commission (CQC) Inspection. Several practices in the area have had their inspection. The CQC inspectors will contact the PPG to gather its views either by telephone or in person. Whilst this is not an onerous task for the PPG the Practice will be subjected to a thorough and rigorous investigation into its processes and procedures.

6: 3.Integrated care. The voluntary sector integrated care sheet was in essence a collection of CCG ideas of what might be possible to assist in the care of vulnerable and housebound patients. It was a 'fishing exercise' to see what ideas PPGs might have. It was thought that any support should be professionally led and that PPG involvement should take into consideration the responsibility of any tasks with which they may become involved. In cases other than helping a neighbour, friend or family member any involvement should consider training and legal cover insurance.

6:4. North Dales Stakeholder Meeting. The next North Dales Stakeholder Meeting is to be held on Thursday, 6th February 2014.

8. National Association for Patient Participation (NAPP) Annual Conference

The NAPP Annual Conference is to be held in Leeds on the 7th June, 2014. The meeting agreed that it would be appropriate to send two representatives.

9. PPG AGM / Public Meeting 13th May 2014

This year the Village Hall has regular evening activities until at least 8.30pm. Keith Maslen will look into the possibility of booking the Methodist Church. Suggested topics for the Public Meeting were 'Financial sustainability' and 'Changes in the new NHS'. **ACTION: Keith Maslen**

10. AOB

10:1 Ellie Anderson a sixth former from Highfields School has volunteered to organize a service group or activity for Baslow senior citizens. Julia Warn offered to contact Ellie and discuss the possibilities with the Senior Citizens Club. **ACTION: Julia Warne**

10:2. <http://fingertips.phe.org.uk> Gordon McPhie recommended the fingertips website as a useful source of indicators of how individual surgeries are performing across a range of health and wellbeing themes.

12. Date and time of the next meeting: Tues. 11th March 2014 at 6:30pm

Dates for further meetings in 2014: 13th May, 8th July, 9th September, 11th November.

The meeting ended at 7:57pm.

Would members please let Jane Buckham sjbuckham@yahoo.co.uk have any items for the next meeting's agenda by Sunday 2nd March, so that an agenda can be agreed and circulated in good time.