

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 8th January, 2013 at 6.30pm.

Present

Patients:

Mary Hampton,
Gordon McPhie
Keith Maslen (Minuting Secretary)
Lorna Wilson

Staff:

Dr. Mark Bermingham
Karl Rex (Practice Manager) Acting Chairman

1. Apologies for Absence

Jane Buckham, Denise Hall, John Lambert, , 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. Private Flu Vaccinations. Item 11:4 Keith Maslen has circulated his email to NAPP and their response. NAPP is looking into this matter. Keith is to follow up this if no response is forthcoming **ACTION: Keith Maslen**

4. Membership.

4:1. Chairperson. Following Richard Powell's resignation as Chairman and the absence of the Vice Chairperson Karl Rex volunteered to Chair the meeting

4:2. Membership Secretary. In the absence of anyone coming forward to fill this post, it was agreed that Keith Maslen would take on this role until a new membership secretary could be found.

5. Practice Update

5:1. New Appointments.

5:1:1. Cathy (Cat) McCann has joined the dispensing team.

5:1:2. Dr Eleanor Ross has taken over Dr Waterfall's role as Dr Waterfall is now working full time.

5:2. Dr Louise Jordan. is having surgery next week and will be absent from the Practice until approximately 2nd week in March. The Practice will be employing locums to cover this absence.

5:3 Summary Care Records (SCR): The Practice records are being uploaded onto the national system on 15th & 16th January. Initially to Chesterfield Royal Hospital but eventually it will be rolled out nation wide. (*The Summary Care Record is an electronic record which contains information about the medicines, allergies and any bad reactions to medicines, making it easier for healthcare staff to treat patients in an emergency.*)

5:4 Home Visits: A GP can see approximately 4 -6 times as many patients in the surgery as they can patients who request home visits. At this busy time of the year it is timely to remind patients that a request for a home visit should only be made for those who are truly housebound. "Housebound" means that you are physically unable to leave the house and only applies to a very small minority of patients. There has been some recent examples of wasted professional time, when patients who have stated that they are housebound are then found to have walked along to the local shop or gone to the hairdresser when a nurse or a doctor has called on a home visit. Not having a car does not make an individual housebound and the NHS expects patients to find transport for

themselves. However, the practice appreciates that public transport locally is limited. Patients should be aware of the Bakewell & Eyam Community Transport (BECT) 01629 641920, which offers a very good service. The Practice will always try to accommodate appointment requests for patients reliant on public/community transport.

6. Survey Results

6:1 Feedback from the informal patient survey. (What the Practice does well and changes patients would like to see made.) The sample was small so no conclusions could safely be made but the comments received were useful pointers as to where the practice was performing well and where there were concerns. Communications, parking and appointments were areas flagged up for improvements and patients were generally positive about the doctors, nursing staff, office and dispensary staff.

6:2 Feedback from out of hours patient experiences. None of the patients surveyed had experience of the out of hours service

6:3 Ideas for Public Meeting Presentation: News on the new surgery, the future plans for the new surgery, the appointments system.

7. Annual Public Meeting

Karl Rex offered to put together something for the public meeting. This would be difficult to organise in time for the March meeting and it was suggested that the Public Meeting and AGM be held in May. This will allow plenty of time to prepare and advertise the event. **ACTION: Karl Rex**

8. Any Other Business

Following comments made by Jeremy Hunt, Secretary of State for Health, concerning GPs picking up the early signs of dementia, Gordon McPhie enquired how the practice dealt with dementia. Dr Bermingham explained that they used tests which would indicate early signs and patients would then be referred to the memory clinic

9. Date and time of the next meeting: 12th March 2013 @ 6:30pm. Please note the AGM and Public Meeting will be held on Tuesday May 14th 2013

Would members please let Keith Maslen have any agenda items for the next meeting by Sunday 4th March, so that an Agenda can be agreed and circulated in good time.

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