

## Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 9th Sept, 2014 at 6.30pm.

### Present

#### Patients:

John Beauchamp  
David Dawson  
Liz Henderson  
Gerry Key (Chair)  
Keith Maslen (Minute Secretary)  
Peter Thompson  
Lorna Wilson

**Surgery Rep.** Dr. Jordan

**1. Apologies for Absence** Jane Buckham, John Lambert, Gordon McPhie, Julia Warne

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

The minutes were accepted as a true record.

### **3. Matters Arising**

There were no matters arising.

### **4. PPG Objectives for 2014-2015**

**4:1. Patient Experience.** Lorna Wilson reported that she had met with Jane Buckham to discuss the issue of loneliness. Lorna had looked into what is available to patients in our area in the way of community transport, clubs and societies, the Age UK befriending service and the Methodist Church's Coffee morning. Unfortunately the Chat and Chomp had its funding cut and is no longer available. Age UK is looking for volunteers to work with its befriending service. Lorna informed the meeting of the Hope and the Hathersage Carelines, who provide a free, friendly telephone call every day to people who are living alone and are elderly or vulnerable. This service is also available to people who may need contact for a short time. It is operated entirely by trained volunteers and maintained by voluntary contributions. The community transport has to be booked several days in advanced and cannot provide a service for patients who need to access the surgery at short notice. The community transport organize numerous trips for shopping and day trips but it was noted that regulars may well have their 'usual' seats with their friends and newcomers may find it difficult to feel included. It was thought that it would be useful to have a person to look after the new passengers. The level of involvement of the PPG was raised and it was considered that the first step was to collate the facilities currently available and to raise awareness of their existence. **Action: Lorna Wilson**

**4:2. Communications.** Circulation of the Newsletter was discussed. Making more patients aware of the work of the PPG and the availability of the newsletter might be best accomplished through the use of the parish magazines within our practice area. The use of facebook and twitter might be more attractive to the younger patients

**ACTION: Gordon McPhie & Communication Subgroup**

**4:3. Involving younger people- increasing virtual membership** Jane Buckham had circulated a paper 'Membership Profile of PPG' Appendix A' which recommended:

- Plan to increase virtual membership by: targeting Calver schools.
- Gain advice on setting up appropriate media accounts to target 20-50 age group
- Target opinion from elderly by phone (on provision of contact details from surgery)

**4:4. Appointments.** Gordon McPhie had circulated the results of the follow-up survey in the same format as the original survey. The figures would indicate that patients had noticed an improvement in making appointments following changes made in response to

the first survey. Some patients are still unaware of the methods available to make an appointment. David Dawson will be collating the comments made by patients.

**ACTION: David Dawson**

**4:5. Transport.** Local community transport needs to be booked several days in advanced so is only appropriate for prebooked appointments. The legal implications for drivers making private arrangements to take other patients to the surgery or a hospital is unclear and needs investigation

**ACTION: Transport Subgroup**

## 5. Practice Update

**5:1 Dr. Ross will be leaving at the end of October.** The practice will be interviewing for her replacement in the coming week.

**5:2. Application to open a pharmacy on Church Street.** The practice has received a notification of the application. If a Pharmacy should open in the village the practice will lose its dispensary which would lead to the laying off of some surgery staff. Small local and rural practices are already under threat from the government's push for more privatization which is taking away some of the services practices have traditionally provided. The loss of the dispensary could destabilize the practice. Several patients in Baslow have recently been surveyed by telephone as to whether they would use a supermarket in Baslow. To combat the threat from private companies under-bidding when tendering for health service contracts, the practices in the Dales have formed a federation in order to offer competitive tenders.

## 6. The Future of the PPG

Following the announcement at the last meeting that the practice was considering the possible replacement of the PPG with a virtual group, Jane Buckham met with DR. Waterfall to discuss the future of the PPG. Dr. Jordan confirmed that the practice wished to maintain the real PPG but would like to develop a virtual PPG alongside it. Keith Maslen pointed out that we already had a virtual group of 43 patients as well as 11 committee members. Karl Rex has confirmed his resignation as the practice representative.

## 7. NAPP Developing Quality Patient Participation Framework

Keith Maslen had completed the Developing Quality Patient Participation framework forms and returned them to NAPP. The NAPP group was to meet with a group of practice managers before producing the final document. A copy of the completed forms was circulated with the Agenda. Keith asked the committee members to consider the indicated priorities for the next 12 months.

**ACTION: Committee Members**

## 8. Any Other Business

**8:1. Cardiac Defibrillators.** David Dawson informed the meeting that the Baslow Parish Council had been offered a sum of money to buy 3 or 4 defibrillators which were to be placed around the village. The proposed places were the Sports Field, the Village Hall and the Spar Shop. Suggestions for other suitable stations would be welcomed.

**8:2. Vote of Thanks** The secretary was asked to write to Karl Rex to thank him for the work he has done with the PPG over the last 3 years.

**ACTION: Keith Maslen**

## 9. Date and time of the next meeting. Tuesday 11<sup>th</sup> November at 6.30pm,

**2015 Meeting Dates:** 6<sup>th</sup> January, 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 8.02pm.**

**Please let Jane Buckham [sjbuckham@yahoo.co.uk](mailto:sjbuckham@yahoo.co.uk) have any items for the next meeting's Agenda by Monday 3rd November,**