

## **Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on 28th. November, 2011 at 6.30pm.**

### **Present**

**Patients:** Richard Powell (Chair)  
Denise Hall  
Keith Maslen (Minuting Secretary)  
Jane Buckham  
Philip Robinson  
Marita Oury

**Staff:** Dr. Mark Bermingham  
Karl Rex (Practice Manager)

### **1. Apologies for Absence**

Mary Hampton, Margaret Wilkinson, Lesley Platt, Sarah Reid,  
Nichola Vaughan, Gillian Anderson.

### **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 PPG Photographs item 3:1.** Karl reported that he had only received one members photograph. Keith Maslen was asked to send out an email to remind other PPG members.

**ACTION: Keith Maslen/PPG Members**

**3:2 Table Top Sale item 5.** £394 was raised thanks to the hard work of Lesley Platt and her team.

**3:3 Link from the Health Centre website to Nichola's Scanner Appeal. Item 14:2** Karl Rex has set up this link.

**ACTION: Karl Rex**

### **4. Appointment of Membership Secretary**

Marita Oury was appointed as Membership Secretary following David Jackson's resignation as he is finding it impossible to attend many meetings due to his other commitments.

### **5. National Association for Patient Participation, Membership**

Keith Maslen reported that the PPG was now affiliated to the National Association for Patient Participation (NAPP) Some news sheets and e-bulletins had been circulated but other useful documents were available. Karl has these and will pass them on to Jane Buckham and Denise Hall. Keith Maslen will arrange for this material to be circulated amongst the rest of the PPG.

**ACTION: Karl Rex & Keith Maslen**

### **6. New Surgery Update. How is it being funded?**

Karl Rex explained that changes within the developer's business means we have a new liaison for the development who will be taking the project forward. The project has now been running approximately 9 years so it is not surprising personnel have altered however it means there will be a period of "catch up. Unfortunately the September start date has been missed and as a consequence of this the building will now come under new stricter regulations which will increase the cost of the build. There is ongoing negotiation with Chatsworth Trust regarding land costs and the surgery is grateful for their ongoing support The NHS will be funding the rental of the building from the developers but because of the increased cost involved there are meetings taking place to see where savings may be made in order for the project to be viable within the original budget.

### **7. GP Appointment Update:**

CVs have been received from seven applicants for what will be an initial short time contract. The contract may be extended if the successful candidate is suitable and is thought to fit into the practice.

## **8. Issues from Doctors:**

**8:1.** Dr. Bermingham explained that the extra remuneration paid to the practice for establishing a PPG was part of the overall incentive scheme to encourage GP practices to develop specific areas as part of the Directed Enhanced Service (DES). This is a two-year DES which is effective from 1 April 2011 to 31 March 2013. The PPG has benefited from this funding which has paid for its affiliation to NAPP.

**8:2.** Richard Powell reported that he had been contacted by three patients who had not had their calls returned on several occasions. Karl Rex explained that this should not be happening as they have duplicate system to ensure messages are passed on. Karl would look into where things had gone wrong. **ACTION: Karl Rex**

**8:3.** Karl Rex reported that the EMIS computer system was soon to be replaced with 'System One'. System One should provide better sharing of records between different services i.e. child protection, health visitors and social workers. The Practice will start data conversion in May, in preparation for switching to System One in August 2012.

**8:4.** Richard Powell reported that he had called the surgery on 37 occasions between 8am. and 8.30am. only to be told that there were no appointments that day. A queuing phone system was suggested but this also has a potential problem: someone having waited for a long time in a queue only be told that there were no appointments available. It was suggested that more appointments be made available to be booked on EMIS. Karl Rex informed the meeting that the Doctors are currently reviewing the appointment system, in order to see if improvements can be made. The review of the appointment system fits in with the appointment audit that Karl conducted, Extended hours and the employment of a salaried GP. Ideas to improve the system would be welcomed. Any suggestions should be sent to Karl. **ACTION: Karl Rex & PPG members**

**8:5.** The results of the Saturday opening audit was favouring the early and late Monday sessions. Negotiations are currently going on with staff.

## **9. PPG Constitution**

The constitution had been revised since the last meeting and references to Chairman were to be changed to Chairperson.

## **10. Patient Support Groups**

The practice had raised concerns over liability, clearance with various medical bodies and CRB checks. It was suggested that for now we compile a list of existing bodies to whom people can turn for support. **ACTION: Keith Maslen**

## **11. Any Other Business**

**11:1.** Ruth Brown the community Matron was reported to be keen to come and speak to the PPG on the role of community nursing. **ACTION: Richard Powell**

**11:2.** It was noted that future meetings will be affected by the late Monday evening openings. The last Tuesday every second month was suggested.

**11:3. North Derbyshire Dales Patient Participation Groups Networking Event. 12<sup>th</sup> January at the Bakewell Agricultural Business centre.** Richard Powell will not be available to attend this meeting. The previous meeting he attended was very worthwhile and he encouraged others to attend if possible. Booking is essential.

## **12. Date and time of the next meeting: 30th January, 2012 at 6.30pm,**

**The meeting ended at : 8.10pm.**

**Would members please let Richard Powell have any agenda items for the next meeting by Friday 20th January, so that we can agree the Agenda and circulate it in good time.**  
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