

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Tuesday 13th November, 2012 at 6.30pm.

Present

Patients:

Jane Buckham (Chair)
Gordon McPhie
Keith Maslen (Minuting Secretary)
Lorna Wilson

Staff:

Dr. Mark Bermingham
Karl Rex (Practice Manager)

1. Apologies for Absence

Gillian Anderson, Mary Hampton, John Lambert, Trish Lee, Richard Powell, Nichola Vaughan.

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. Patient Log In: item 5:1:2. Information was published on the surgery website and notices were placed in the surgery and in repeat prescriptions.

3:2 NAPP Membership. The Membership has been renewed for the next 12 months

4. Election of Membership Secretary

4:1. Election of Membership Secretary. This position remains open

4:2 Committee Membership turnover. Following Denis's email Concern has been expressed about the number of members who have left the committee recently. Keith Maslen informed the meeting that there was no great change in the pattern of committee membership turnover and that the reasons given for resignations were varied.

5. Practice Update

5:1. Dr Hudson has left and is to be replaced by Dr Waterfall now working full time.

5:2. A new appointment, Dr Eleanor Ross will fill an additional 3 sessions a week

5:3. The broken 'check in' touch screen has been replaced.

5:3. Flu vaccine is recommended for patients with heart, lung or kidney disease, diabetes, carers, residents of nursing and rest homes and patients over 65 years of age. These patients are encouraged to attend as the evidence is clear that the vaccine works.

5:5. The practice is hopeful that it will be embarking on some new research trials in the near future: one looking at painkillers.

5:6. A new student Rebecca will be working with the district nurses.

5:7. Temporary dispensary assistant Freddie Cook will cover staff absence.

5:8 Health Care Assistant Hayley has been on maternity leave. She wishes to concentrate on her family and will not be returning to work. At the moment we will continue to employ Claire who is currently undertaking this role.

5:9. Dani, who works in the Dispensary, is getting married at the end of November and is leaving us to accompany her husband, who is in the armed forces. Recruitment is already in progress.

5:10. Harry's box. Dr Jordan and our district nurses are piloting a concept, known as "Harry's box", for people who are dying at home. This will enable the correct medications to be stored in the home should they be needed to keep them comfortable.

5:12. Antibiotics. As ever at this time of year patients should not be upset if the doctor tells them that antibiotics are not indicated as appropriate medicine. "Not every cough and chill needs a pill".

5:13. Dose change on simvastatin. The practice is putting into place dose changes of simvastatin for some patients. This is as a result of new guidance from the MHRA (Medicines and Health Regulatory Authority)

5:14. Patient safety. Staff have to identify patients by a minimum of 3 identifying questions, such as Name, Date of Birth and Address. This is to avoid errors in treatment as there are several patients with similar or the same names

6. Communication

Communication was the top issue for improvement identified in the 2010 patient survey. Committee members were encouraged to join the sub-group in order for it to function effectively and to develop a PPG newsletter.

Dr. Bermingham suggested that each member talked to three patients to ask them for their thoughts on what the surgery was doing well and what they would like to see changed and to bring this to the next meeting.

ACTION: Committee members

7. PPG Newsletter

It was suggested that the launching of a newsletter required momentum and commitment from the Communication Sub Group. As there were only two sub-group members remaining, the production of a newsletter was to be deferred.

8. Appointments.

The early and late appointments on Mondays have been very successful. They are fully booked, in contrast to the Saturday mornings appointments, which they replaced. Booking on line is available but these appointments are taken up quickly. Other appointments have to be made on the day by contacting reception. Appointments made in advance are more likely to be missed by patients. Appointments with Nurses cannot, as yet, be booked online.

9. Out of Hours

Karl Rex explained that the out of hours cover is provided by Derbyshire Health United who only use local doctors. They do not appoint locums. He suggested that the committee members ask other patients about their experience of using the out of hours service and bring the responses to the next meeting.

ACTION: Committee members

10. Annual Public Meeting

In order to attract patients to the Annual Public Meeting and AGM, it was suggested that committee members canvas other patients for ideas on presentation topics for the meeting.

ACTION: Committee members

11. Any Other Business

11:1. Gordon McPhie drew the committee's attention to the 'Self Care Week' article in the NAPP October E-bulletin and the link to the diagnostic tool. Gordon will forward the link to Dr. Bermingham. <http://www.nhs.uk/Conditions/Pages/hub.aspx>.

ACTION: Gordon McPhie

11:2. Gordon McPhie drew the committee's attention to the article in the NAPP October E-bulletin on research, conducted in the USA to evaluate the effect on doctors and patients of facilitating patient access to visit notes over secure Internet portals. He asked if there were plans for similar access in the NHS. Karl Rex said the idea had been looked at but the problem was with the security of the data and patient confidentiality. <http://www.pifonline.org.uk/research-inviting-patients-to-read-their-doctors-notes/>

11:3. Lorna Wilson asked if there was a fund for patient's medical aids. Dr. Birmingham told the meeting that social services and hospitals tended to provide these. If anyone knew of patients who were not having their needs addressed they should inform the surgery.

11:4. Jane Buckham reported that patients are not allowed to get a private flu jab from the surgery. They have to go to another surgery and go through the bureaucracy of signing on as a temporary patient. Karl Rex informed the meeting that this was the law and part of their GMC contract. Doctors can give private travel vaccinations to their patients but not flu vaccinations as the Department for Health think that they may abuse the system in order to boost their profits. It is an enigma and it was suggested that the matter should be taken up with NAPP.

ACTION: Keith Maslen

11. Future meetings: bi-monthly or quarterly

Future meetings will be held on the second Tuesday on a bimonthly basis with the first meeting of the year being in January

12. Date and time of the next meeting. Tuesday 8th January, 2013

Would members please let Richard Powell have any agenda items for the next meeting by Sunday 29th December, so that an Agenda can be agreed and circulated in good time.

richardhenrypowell@gmail.co