

## Patient Participation Group

### Minutes of Meeting Held On Monday 24<sup>th</sup> June 2013

**1.PRESENT:** Dr Kate Stoodley, Val Johnson (Practice Manager), Tony Cox (Chair), A.Birju, Christine Henson\*, Colin Henson\*,Gwyneth Jessop, Debbie Rutter\*,Enid Krygier, ,Maureen McDonald, Geoff Scott, Sybil Wappington.

\* Denotes New Member.

**2.APOLOGIES** Lesley Haigh (Secretary), Melvyn Tooker, Hilary Hicklin.

Prior to the start of the meeting, our new members Christine Henson, Colin Henson and Debbie Rutter were welcomed and introductions made.

**3.MINUTES OF LAST MEETING**-Accepted as a true record.

#### **4.MATTERS ARISING**

The issue of confidentiality when posting prescriptions will be covered in the next newsletter.

The letter box cannot be widened to accommodate the posting of samples.

Ground Rules are on the reverse of the agenda.

#### **5.DISTRICT NURSING:- A PRESENTATION BY KERRY BOTTOM.**

Kerry to be asked to prepare some information about the DN team for the next Newsletter.

#### **6.FUNDING AND PATIENT CONTACT**

Dr Stoodley stated that funding had been reduced for all Practices whilst patient expectations have increased and there are over 500 patients visiting A&E out of surgery hours; each visit is charged to the practice.

One solution highlighted on Radio Sheffield is the "Doctor First" Programme where the initial call to the Surgery is answered by a GP which in many cases enables a diagnosis to be made from the call, thereby saving a visit to surgery and in certain cases a home visit. This more than doubles the numbers of patient contact.

All GP's and Registrars would be trained in the telephone contact system.

A discussion followed and a number of questions were put to Dr Stoodley regarding the level of funding reduction, Dr Stoodley stated that in addition to some funding streams being reduced, practices now had to pay 14% pension costs for locum doctors.

Was there a variance in appointment requests between Summer/Winter? (A) Yes, but the staffing resources are more stretched due to holidays.

Do extra resources (Locums) come in as required? (A) Yes, in the case of prolonged absence.

Can the Practice refuse to accept any funding reductions? (A) Not an option as Government policies mean that funding is being cut nationally.

If a "Doctor First" system is implemented would patients be able to see a Doctor to discuss their test results? (A) Yes.

How would any change be communicated to patients? (A) To be discussed, ideas from PPG.

## **7.CCG UPDATE.**

TC reported on a presentation given at the Chesterfield Locality meeting on Integrated Care, a proposal to pilot a scheme in Chesterfield is being examined.

The current situation means that at any given time there are up to 50 patients who are medically ready to leave Chesterfield Royal Hospital but are unable to as there is no integrated support service to care for them at home.

A patient who is discharged may need support from 10 or more support services all of which are currently independent. If Social Services are involved an assessment visit can take several weeks to organise.

The proposal was to bring all the agencies under the control of a single "hub" which would involve Complex Care Teams and "manage" the patients care; making sure that all the agencies required were in place immediately the patient is well enough to be discharged from hospital.

It is also proposed that Walton Hospital would be developed as a base for the Complex Care Team and that there would be Intermediate Care, Out of Hours and a Walk in Centre developed on the site.

TC has put himself forward to be part of a team to investigate and recommend future action in two key areas identified by the Chesterfield Locality Plan. They are:- The uptake of flu vaccinations and Accident & Emergency visits.

## **8.VIRTUAL PPG.**

VJ and Debbie Rutter to investigate if we could use Facebook or some other means to spread the PPG message to a more diverse age group; volunteers required to help formulate ideas.

## **9.SURGERY UPDATE**

New reception desk and book in system very well received; surgery flooring to be renewed shortly.

Kay-new Care Assistant is settling in and has been very well received by the patients.

Lesley had spoken to VJ regarding patient confidentiality in respect of the new reception area ie was computer screen information visible from the patient side of the desk. This has been investigated and no information was visible.

There had been an issue of child safety with the new doors opening and a small child running towards the road; a notice has been placed near the entrance and enquiries made to see if a barrier could be erected to prevent access to the road.

## **10.NEW TELEPHONE SYSTEM**

Telecoms companies currently being shortlisted.

## **11.CQC**

Hasland Surgery were visited last week and Whittington Moor is imminent, VJ stated that all were prepared. It was expected that they would contact the PPG.

## **12.OOH**

It was agreed that the 111 Service was regarded as being very reliable in this area and we are not experiencing the problems that have been highlighted in the national press.

## **14 PATIENT SURVEY 2013/14**

It was agreed that a meeting would be arranged to consider what questions would form part of the survey, how we could make the survey more representative etc.

Consider the areas we didn't rate highly in the North Derbyshire Survey.

A short "brain storming" meeting was arranged for Monday 29<sup>th</sup> July commencing at 6.30pm all welcome with your ideas.

### **AOB**

Appointment times: could possibly be part of our survey.

Extended hours: Appointments are available from 7.00am and a Doctor is working on one or two Saturday's per month.

Meeting Closed 7.45pm

Next Meeting: Monday 29<sup>th</sup> July at the Surgery start 6.30pm :- Survey Formulation Ideas.