



Minutes: Patient Participation Group January 8th 2014

Members present:

Grant Stothard (chair
Anne Eaton (secretary)
Guy Freeland
Mandy Whareham
Karen Bestwick
Jackie King-Owen
Michael Leaney
Debbie Ford
Colette Buxton
Ryan Buxton
Geoff Henry

Jim Connolly) HCCG
Gillian Orwin)

2 Apologies:

Jean Railton
Anne Aston
Anne McShee
John Harshaw
Mary Kay
Dr D Kar

3. Minutes of last meeting

Geoff Henry noted that he attended the last meeting.

Matters arising:

AOBa – Jackie King Owen presented Karen Bestwick with a cheque from Enable Housing for £990 to purchase a defibrillator. Earlier discussions had identified the model to be purchased. Thanks were expressed for the very generous donation. Grant agreed to write a letter to the Derbyshire Times thanking Enable Housing.

AOB b – the “falls van” had been filmed at Bolsover hospital with Dr Lloyd, and was pictured on television.

AOBd – A dementia working group has been established and will meet on February 5th prior to the PPG meeting. The working group will examine a computer programme developed as a tool when caring for individuals with dementia.

4 Meeting day for future meetings:

Following further discussions the future dates of PPG meetings have been changed to the 2nd Tuesday of each month, with the exception of the next meeting on February 5th.

Nb a new list was circulated to all members on 9th January.

5 Future trends in practice management and financial arrangements:

Guy queried developments in terms of the potential reduction of administration and the merger of resources. There was considerable discussion around this area with valuable input from Jim and Gillian, with Gillian noting that nothing has been confirmed in any detail,

especially in relation to individual surgery implications.

Jim noted that all developments were in the context of “Call for Action” (DH England) with 2 parallel work streams for CCGs, the outcome being the delivery of the NHS in the future. There is a need for delivery plans to be developed for 2015-2016, and 2016-2017, followed by a 5 year strategic plan.

Grant noted that this activity was in line with the mantra:

- Work harder
- Work smarter
- Integrated working

GPs will need to think of the whole remit of primary care differently, however the aim of CSMC will be to retain its integrity and independence.

Karen reminded all members that patients must be involved throughout, and we need to safeguard what we have.

The notion of “federations” was discussed but this is in the context of sharing best practice and not in mergers.

Jackie informed members of the real problems in social care currently and the PPG is to monitor the situations.

6 Patient surveys.

Karen is collating completed surveys and these will be presented at the February meeting. [nb next meeting agenda](#)

7. General surgery update

- Judy Barratt has started her new role as receptionist and

phlebotomist at the surgery.

- The surgery is now able to undertake 24 hour Blood Pressure monitoring.
- The surgery is currently undertaking NHS Health Checks.
- All targets are well on track in terms of individuals with Long Term Conditions (LTC)
- Overall the list size of patients is slowly increasing.
- Dr Radcliffe is now on maternity leave.
- Dr Karma is the practice lead for the “virtual ward”.

8 Bowel testing / other screening

Karen fed back to the group on the uptake of a variety of screening programmes, most are on target but there are concerns as breast screening is below target. [Nb to add Breast screening to next PPG agenda.](#)

There is cross practice discussions and in house education looking at how practices can increase screening numbers.

9. Repeat prescription patient leaflets.

Karen informed the group that in response to identified problems in repeat prescription processes Nikki had developed an information sheet for patients. It was agreed to circulate this paper to all PPG members to consider.

Nb the paper was circulated to all members on 9.1.14 along with an information sheet for On-Line repeat prescriptions and feedback on both will be collated and passed onto Karen by Friday 17th January.

10 Joint initiative - patient education campaign – “Best place to go” –

Deferred to next meeting [nb next meeting agenda](#)

11 Updates / actions GS

- HCCG is looking to establish a PPG Guidance Committee
- The National Patient Surveys for 2012/13 showed some very positive outcomes for CSMC, especially in relation to receptionist staff and access to appointments, where CSMC is currently rated top in the HCCG.
- It was discussed whether there would be any value in a meeting between all CSMC staff and PPG members, it was agreed that Karen would inform PPG when and if she thought such a meeting would be helpful.
- It was agreed that waiting patients should be informed when there are delays in the appointment system. This can be done verbally by the receptionists or via the electronic messaging system.
- Jim Connolly informed the group of the “Prime Ministers Challenge Fund” and noted that the HCCG has submitted bids to this fund, e.g Doctor 1st, which is to develop a telephone doctor triage system.
- The notion of 7 day working in primary care was discussed, with the focus being on how this could be developed and implemented in GP practice. It was agreed that this would need further financial and staff resources, though Jim informed the group that all practices were billed £150-£180 per patient simply attending A&E departments, and this does not include treatment etc.
- An acute visit pilot scheme is being developed where advanced nurse practitioners undertake domiciliary visits; with the intention being of reducing repeated hospital admissions for those with LTCs. Grant will update the PPG as necessary.
- East Midlands Ambulance Service is not achieving performance targets and are developing improvement plans.
- There was considerable discussion about the installation of a

television into the waiting room for patient education, health promotion and information processes. Various costs were suggested. Grant will investigate this further.

- Jim Connolly gave a response on behalf of the CCG to the complaint brought by the PPG against CRH. Jim noted that HCCG had learned lessons from this issue and would be in a better place to deal with any future complaints.

7 AOB

Karen agreed to inform the PPG of financial processes at the March PPG meeting.

The meeting closed at 9.20p.m

The next meeting will be on February 5th, 7.00p.m at CSMC

AE Final 14.1.14

