



Minutes: Patient Participation Group November 4th 2013

Members present:

Grant Stothard (chair)	Hazel Mellard	Collette Buxton
Anne Aston (secretary)	Mandy Whareham	Anne McShee
Anne Eaton (secretary)	John Harshaw	Guy Freeland
Karen Bestwick	Jean Railton	Michael Leaney

1 Apologies: (TBA)

Minutes of last meeting

These were accepted as a true record.

Virtual wards: There was discussion around the concept of "virtual wards" which aim to draw together the key team members for patient admission and /or discharge. The team would draw together both health and social care expertise .CSMC will be using this approach with the lead GP being Dr Karma supported by a newly appointed Community Matron. Patients will be referred into the "virtual ward" and meetings will be held every 2 weeks. Emma Round is the care coordinator, and has dedicated time to support the work.

Bolsover Hospital: Karen informed the group that more beds have been commissioned by the CCG at Bolsover Hospital.

3 Meeting day for future meetings:

Future meeting dates were discussed. It had been agreed that due to family commitments Anne Aston would need help and support for her secretarial duties and Anne Eaton had agreed to do this with the proviso that the meeting day would need to be changed. After discussion it was agreed that the new day would be Wednesdays with a new start time of 7.00p.m. Anne Aston agreed to host the meetings at 37 High Street whenever possible. (A list of new dates is attached Appendix 1)

4 Flu clinics:

Karen reported a good uptake with, for example, 70% of over 65s covered. Other initiatives such as vaccinations for shingles by patients aged 70 and 79 have also been well attended.

5 Patient surveys.

Karen informed the group that 45 completed surveys had been received, and 40 more are needed. These are available in the surgery and the flu clinics. Karen hopes to bring findings to the February meeting for discussion.

6 Christmas buffet.

CSMC invited the PPG to a Christmas buffet to be held at the surgery on 4th December. The next PPG meeting will therefore be held 6.00p.m on the 4th to be followed by the buffet.

7. Care Quality Commission (CQC):

Meetings have been held across practices (QUEST) with representatives from the CQC followed by staff discussions in preparation for CQC inspection. All practices will receive 48 hour notice of inspection and CSMC Has not yet received notice.

8 General surgery update.

Karen updated the group of staffing levels including GPs and GP registrars. (appendix 2) Jane Morris has returned to the practice to support Judith in practice nurse duties. Jane will manage diabetes clinics.

2 new receptionists have been appointed to cover a full time role. Gemma will start immediately with the 2nd post holder starting in mid-December.

Grant suggested that a list of staff with their respective specialties be available in the surgery
Karen informed the group that a list had been posted on the entrance to the practice but this currently only listed the doctors.

9 Repeat prescription processes:

Feedback during flu clinics and experiences of PPG members highlighted Problems with repeat prescription processes, including prescriptions being sent to the wrong chemist and items being missed off the prescription was raised by PPG members. Karen explained the current practices including the differences between "batch" and repeat prescriptions and acknowledged that difficulties do exist. It is the governments and the practices intention to role out the System 1 online process to as many patients as possible; it is currently being piloted with positive results.

10 District nurse workload

Collette updated the group of difficulties with the current staffing levels of district nurses with gaps being filled through agency staff which leads to a problem with continuity of care for some patients. Meetings are being held and it is hoped that this problem will resolve. Collette confirmed that no input was needed from the PPG at this moment but that she would keep the group informed of developments.

11 Any other business.

Anne Aston, Grant Stothard and Mandy Whareham updated the group of the positive outcome of a meeting are CNDRH in respect of the issue raised at previous PPG meetings. An acknowledgement of

poor practice and a sincere apology was offered to Gemma and her son. Gamma, via Mandy would like to thank the PPG, especially Anne and Grant for their support throughout.

A letter of apology has been sent to and received by Dr Kar.

Meeting closed at 8.30p.m

Next meeting will be at CSMC on 4th December, 6.00p.m followed by a Christmas buffet.

(Appendix 1 dates for future PPG meetings 2014)

(Appendix 2 – list of GPs and GP registrars)