



**Minutes: Patient Participation Group**  
**February 5th 2014**  
**CSMC**

**Members present:**

Grant Stothard (chair)  
Anne Eaton (secretary)  
Anne Aston (for some of the meeting)  
Mandy Whareham  
Karen Bestwick – Practice manager  
Jean Railton  
Anne McShee  
John Harshaw  
Debbie Ford  
Mary Kay  
Geoff Henry

**2 Apologies:**

Dr D Kar  
Jackie King-Owen  
Guy Freeland  
Michael Leaney

**Guests:**

Feisal Visram – Dementia  
Dave Gardner HCCG

The meeting opened with feedback from Feisal about the work he

has been doing to develop IT based tools to support and help individuals with dementia, their families and carers. The overall aim is to enhance care for individuals, and to help families and carers to keep in touch in order to deliver best care.

Dave Gardner then updated the PPG of the activity planned in terms of dementia by Hardwick HCCG. They will consider the developments noted above and may seek volunteers to be involved in possible pilot studies. HCCG will also employ dementia workers to work across Practices, and these staff will be trained to undertake initial screening. It is also planned to align Community Psychiatric nurses (CPNs) with practices to ensure quicker access to relevant services. The CPNs will also be aligned to care homes, where they could work with numerous clients.

There is a trial underway based at the Shires where 6 week domiciliary packages may be put in place by specially trained staff to support individuals in their own homes. This initiative is linked to the “Virtual Ward” activities and will ensure close working between health and social care services.

An information leaflet is being developed through Adult Social care to be used at CNDRH and GP Practices, the main issue being empowering people.

Feisal and Dave were thanked for their input and left the meeting at 7.35p.m

### **3. Minutes of last meeting / 4. matters arising**

a) An article concerning the purchase of the defibrillator through a donation from Enable Housing had appeared in the Derbyshire Times last week. The photograph picturing Dr Kar, Dr Carberry, and

Grant Stothard receiving the defibrillator from Lesley Montisci from Enable Care appeared in the Derbyshire Times on Wednesday 5<sup>th</sup> February.

The minutes were accepted as a true record.

## **5 Chairman's report:**

- ❖ The first meeting of the dementia group was held prior to the PPG meeting on 5<sup>th</sup> February.
- ❖ Practice staff have been trained in the use of the defibrillator.
- ❖ The Hardwick network meeting, where 7 members of our PPG were present had concentrated on a Dementia update from Hazel Shaw.
- ❖ Various resources are available including “This is me”, a short book which is also available to download
- ❖ “Singing for the brain” is a recommended activity for individuals with dementia and currently runs at Bolsover Assembly Rooms and at Valley View.
- ❖ There is a meeting of the Derbyshire Innovation Partnership to be held on the 6<sup>th</sup> February, Karen will be attending. *Agenda item next meeting,*
- ❖ Anne Aston and Grant Stothard will be visiting the Family Friendly surgery to offer them advice about setting up their own PPG.

## **6 Patient survey.**

Karen had distributed a draft of the results of this year's patient survey. There were very positive outcomes and comparisons with last year's survey, for example there were numerous comments re improving accessibility to GPs and appointments last year with no comments at all this year!

All PPG members were asked to thoroughly read this year's survey

results so that action planning could be undertaken to respond to issues raised and to maintain improvement. *Agenda item next meeting.*

## **7. Breast screening**

There was a brief discussion about current breast screening issues including the continued screening of women aged 70+.

## **8. General surgery update**

A library of books and articles will be available for loan via reception.

It was noted that currently there appeared to be no problems with patients accessing appropriate appointment slots, though the practice needs to consider access to the late appointments for workers who could not attend during routine surgery hours.

There is still an issue about privacy at reception and throughout the whole practice. Karen has contacted NHS Estates for advice and is awaiting a response. *Agenda item next meeting.*

Karen informed the group that she has now uploaded the Practice area map which also has a useful “Practice Checker” tool which also includes a post code checker where individuals can check the coverage of practices. Karen is uploading some CSMC policies e.g. Health and safety on the Practice website.

A number of patient leaflets have been improved and updated.

Gemma has been informing patients verbally when appointments are running late as well as via the electronic system. Karen is monitoring issues re late appointments.

System 1 on-line is to be rolled out as the preferred web based repeat prescription process. Patients who already request repeat prescriptions electronically will be invited to sign up for the System 1 process initially. This tool will eventually include systems for making appointments on line and eventually for allowing patients to access their medical records on line, including for example test results.

It is intended to also carry out some patient surveys on line in future which might enable the practice to capture wider feedback from different age groups.

There are issues around access of patient information by the Department of Health who aim to use such data to monitor health trends etc. Patients can opt out of the system. Karen hopes to be able to give the PPG more information on this at the next meeting *agenda item next meeting*

There is to be a practice education session on 9<sup>th</sup> April covering End of Life care, Anne E and Grant will attend.

The repeat prescription leaflets have now been printed and are available at reception.

## 10 Patient education campaign – “best place to go”

Anne E raised the issue of patients accessing care and advice at the best place which might be a pharmacy, GP or A&E. Anne E, Anne A and Grant are to meet to explore the development of posters to be displayed in the surgery to help guide patient choice.

AOB

It was noted that Bolsover was cited in the national press as the 8<sup>th</sup>

worse area in the UK in terms of obesity rates. PPG are asked to consider this and discuss at the next meeting, perhaps exploring what is on offer in Bolsover in terms of weight management and exercise.

Grant informed the group that some objections had been raised about the potential disabled parking bays outside of the surgery. He will inform the group when more information is available.

The meeting closed at 9.05.m

The next meeting will be on March 11th, 7.00p.m at 37 High St

AE Final 23.2.14

