



**Minutes: Patient Participation Group
July 8th 2014
CSMC**

Members present:

Grant Stothard (chair)
Karen Bestwick – Practice manager
Jean Railton
John Harshaw
Mary Kay
Geoff Henry
Colette Buxton
Ryan Buxton
Guy Freeland
Michael Leaney
Hazel Mellard

Apologies:

Dr D Kar
Anne Eaton (secretary)
Anne McShee
Anne Aston
Mandy Wareham

Matters arising

NAPP

no response to date

Practice Promotion-

- The LMC has approved the advert for the DT promoting CSMC services in the Stavelly area. Grant has also sent a letter to the Derbyshire times. Grant to place the approved advert in the DT and then send to Ryan to for inclusion in a new promotional practice leaflet.
- There was a discussion re: the food fair in Bolsover and the possibility of a CSMC promotional stand
- Look at the possibility of Duckmanton for leaflet drops once the leaflet has been done.

Patient Numbers

The patient count is now 2900

Surgery Update

Karen informed the meeting that Dr Carberry will be with the Practice on a permanent basis from the 6th August. He will be doing 3 days per week. Dr Kerry will increase her sessions from 1st September.

Karen explained the requirements of the new unplanned admissions enhanced service. This enhanced service aims to target the top 2% of the practice population most likely to have unplanned admissions. They will have a named GP and care co-coordinator and a care plan in place for both in hours and out of hours. This is very much in line with the Virtual ward model already in place in Hardwick CCG.

A new text messaging system to support patient care is being supported through the CCG. The Practice need to have five patients signed up by September.

The Practice are now using the new electronic GP to pharmacy system. Paul gave the meeting an overview of how it works and reassured the meeting that this system did not alter the way patients choose to order their prescriptions.

Chairman's Report

The possibility of a new notice board was raised as well as a banner outside the Practice.

Grant informed the meeting about the "putting patients in control program and the survey on surveymonkey.com

Hardwick PRG

Guy fed back from the PRG meeting. There had been discussion around the new friends and family test that will be introduced in January. The discussion focused on the second question that practices were allowed to ask.

There were discussions about the new care.data and the option for patients to opt out. Karen discussed the possibility of patients assessing their own medical records. Guy was interested.

Personal health budgets were raised and discussed at the PRG..

The next meeting will be on August 12th at 6.30pm at Castle Street Surgery