



Minutes: Patient Participation Group Wednesday January 14th 2014

1. Members present:

Grant Stothard (chair)
Anne Eaton (secretary)
Anne Aston
John Harshaw
Colette Buxton
Jean Railton
Karen Bestwick
Anne McShee
Hazel Mellard
Guy Freeland

In attendance:

Emma Goodwin (Social work student)

2. Apologies:

Debbie Ford
Jackie King-Owen
Michael Leaney
Mary Kay
Geoff Henry

Dr D Kar
Mandy Whareham
Ryan Buxton

1. Grant welcomed everyone to the meeting and acknowledged apologies.

2/3The minutes were noted and acknowledged as a true record

4. Matters arising :

- Payment has not yet been forwarded to NAPP – Grant andf Karen to sort.

5. 2015 Open Day plans.

No meeting has yet been agreed for the open day group. Anne E has canvassed the volunteers for dates and hopes to hold a meeting before the next PPG meeting.

Working group members:

Guy Freeland
Michael Leaney
Grant Stothard
Anne Aston (if possible)
Emma Round
Anne Eaton

6 Practice update

- Karen informed the group that the number of patients registered with CSMC is 2960.
- There have been 157 responses to the “Family Friendly test, which replaces the annual survey. 68% of patients are highly likely to recommend the surgery to family and friends, 27% are likely to recommend the surgery and there was a unsure response rate of 5%. It was noted that one individual would not recommend the surgery.
- The surgery has had good clinic / appointment capacity over the Christmas period
- Patients should be encouraged to visit the NHS Choices website (www.nhschoices) for self help. Also comments re: service received can be left on this site. Anne Aston encouraged PPG members to do so if they had received a good service. The website can also be accessed through the CSMC website
- On 5th January 2015 the NHS launched “Patient Choice” which enables patients to register with a practice away from their home location. E.g a patient who lives in Sheffield but works all week in the Bolsover area could register at CSMC. However, these patients would not be eligible for home visit or emergency care from the practice.
- Dr Barrett from the Shires practice is the local lead in dementia. Community psychiatric nurses (CPNs) and support workers support patients in the Shires Practice. This is looking to be rolled out across Hardwick. CSMC staff are checking the dementia register, and will benchmark their patient population against national data.

- HCCG has applied to take on additional responsibilities for local commissioning, currently undertaken by NHS England.
- The practice has a new GP registrar, Dr Wong, who will be with the surgery from December 2014 to March 2015.
- A new business and administration apprentice has been appointed by the surgery, she will undertake a level 2 apprenticeship. This post will cover Gemma's maternity leave.
- The excessive use of A&E as the first choice for care was discussed. It has been suggested that a "walk-in centre" could be sited at Bolsover Hospital with links to the newly proposed care "hubs".(see Chairmans report)
- A complaint has been received by the surgery concerning a patient being "missed" and not being called by the GP for their appointment. It was acknowledged that communication had broken down, possibly during receptionists handover. Once the anomaly was identified the patient was offered to be seen. It was suggested that a notice be put in the surgery to remind patients to report to reception when arriving at the surgery so that they are "logged" into the system. It was also identified that the PPG information needs updating.
- Emma Goodwin (social care student) is developing a "carers group". 7 Patients have shown an interest to date and the group will be run by the Carers Association.

Chairmans report - Grant:

- 170 individuals attended A&E at Chesterfield Royal on Christmas day.
- HCCG is holding a stakeholder meeting on 2nd February, between 2.00 and 4.00 at the Arkwright Centre. There will also be a Hardwick Group meeting at the Chesterfield Hotel

on 20th January – Grant and Guy to attend.

- Joint Bolsover PPG meeting – the working party met on the 7th January, with only 5 representatives in attendance.
- Discussions were held over the potential of a CSMC “stall” at an event in Bolsover, to promote HCCG and the PPG.
- Grant has discussed with Karen the possibility a GP presence at Bolsover hospital to undertake triage and possible treatments, (see Practice update).

AOB

AE informed the group of 2 meetings she had attended :

1. Pressure ulcer root cause analysis reviews
2. Serious incident reporting and management.

The meeting closed at 9.00p.m

The next meeting will be on February 10th, 7.00p.m at 37 High St.

AE Final 29.1.15