



## **Minutes: Patient Participation Group December 2<sup>nd</sup> 2014**

### **1. Members present:**

Grant Stothard (chair)  
Anne Eaton (secretary)  
Anne Aston  
John Harshaw  
Michael Leaney  
Colette Buxton  
Jean Railton  
Mary Kay  
Karen Bestwick  
Geoff Henry  
Dr D Kar  
Mandy Whareham  
Ryan Buxton  
Anne McShee  
Emma Round

In attendance:

Emma (Social work student)

### **2. Apologies:**

Guy Freeland  
Debbie Ford  
Hazel Mellard  
Jackie King-Owen

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

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

4. Any matters arising will be covered within the agenda.

5. 2015 Open Day plans.

Anne E identified that there had a been a poor response from PPG members to the choices for the Open day planned for June 2015. The responses that had been received were collated and, on the whole, showed some correlation, and there was some overlap between various groups on the invite list which may mean we can invite more. It was also noted that we could draw up a “reserve list” of invitees in case anyone on the invited list could not attend.

It was agreed that Anne would canvas for a date for the next meeting of the Open Day working group.

**Working group members:**

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

Anne Eaton

Dates on offer for next meeting:

Tuesday January 6<sup>th</sup> between 12.30 and 2.30 (preferred date)

Tuesday January 13<sup>th</sup> between 12.30 and 2.30

Tuesday January 20<sup>th</sup> – between 12.30 and 2.30

Can you all please let me know what date is best? We will meet at CSMC.

It was suggested that Dr Kar officially “opens” the Open Day.

6 Practice update

Karen informed the group that the number of patients registered with CSMC is 2950.

There are good responses to the “Family Friendly test, which replaces the annual survey.

The CQC visit should be from April 2015 onwards. It was noted that some North Derbyshire practices have been graded as “requiring improvement, necessitating a second visit. (nb check post news report that some of the grading by CQC is based on inaccurate data and needs to be reviewed.)

All flu clinics have now finished though there are some gaps in take up, e.g by patients with Chronic Kidney Disease (CKD) and the surgery staff will begin to target individuals.

7 Carers support group :

It was noted that the Carers Support Group had attended flu clinics to disseminate information. Approximately 100 carers have been

provided with information and there is ongoing work to explore carers needs, in partnership with the Carers Association.

A new GP registrar will be joining the practice and, after an induction period will begin seeing patients in January 2015.

#### 8 Dealing with demand:

Karen feedback from a Clinical Delivery group meeting held across HCCG, where some practices have identified problems in dealing with demand. A tendering process had been undertaken identifying 4 potential suppliers with tools to help surgeries meet demand. 3 of these were based upon a doctor telephone triage system (Doctor 1<sup>st</sup>), where no appointments are made until the patient has been triaged by a GP who decided whether an appointment is necessary. The results seem to identify that only 30% of patients then needed an appointment.

There was discussion across the PPG members, with input from Dr Kar, and it was widely accepted that CSMC can currently meet patient demand without the need for any different processes or inputs. However, this will be kept under review by practice staff.

#### 9. Joint PPG meetings.

The first meeting was held on December 3rd, **nb agenda item January 2015 PPG**

#### 10 Chairmans report.

Grant informed the group that CSMC will reimburse the PPG for the £40 affiliation fee paid to the NAPP.

A discussion took place around sexual exploitation and “grooming”

of children and vulnerable adults. Grant had received a flier from HCCG with information aimed at staff, which could be developed into a patient leaflet for information and raising awareness purposes. Karen confirmed that ALL practice staff had to undertake annual training in safeguarding.

Disabled parking – it was noted that the surgery had received some complaints re parking in the disabled bays outside the surgery. Staff will advise patients as necessary about applying for disabled parking badges, with the advice that the badge is for the person (not the car!), even if they can't drive, as their family/ friends/carers etc. will then use the badge when driving and parking with the patient.

The meeting closed at 7.45p.m followed by our Christmas buffet. Thank you for an excellent spread!

The next meeting will be held on Tuesday January 13<sup>th</sup>, 7.00p.m venue to be confirmed.

Subsequent dates for the year will be circulated separately.

**MERRY CHRISTMAS AND A HAPPY NEW YEAR.**

