



Minutes of Meeting

Monday, 6th December 2011

Member Present

Mandy Wareham, Mary Kay, Jean Railton, Colette Buxton, Jackie King-Owen
Debbie Ford, Geoff Henry, Anne McShee, Dr. D Kar (GP), Karen Bestwick, Practice Manager,
Wendy Sunney (Chief Operating Officer Hardwick Health) Mike Aston.

Apologies for Absence

Grant Stothard , Anne Aston, Mary Freeland, Guy Freeland, Cheryl Mair, Hazel Mellard, & Joanne Spacie.

A Christmas buffet was enjoyed by all!

1.0 Minutes of the previous Patients' Participation Group Meeting held on 14th November 2011. The minutes were received and noted.

Matters Arising

- 1.1. **Parking for the Disabled** – Feedback from Jackie King-Owen that the council were putting forward for one disabled bay. Agreed by all present that we should still push for two spaces.
- 1.2 The signs had now been erected. Thanks given to Grant for his hard work in this matter.
- 1.3 External notice board- no progress had been made.

2.0 Surgery Update

- 2.1 . Wendy Sunney gave an overview of the surgeries performance within the Clinical Commissioning Group (Hardwick Health). Wendy congratulated Dr Kar on his continued and consistent efforts in meeting targets.
- 2.2 Karen informed the group about the CCG initiative to encourage Practices to be responsible for a specific nursing home. The benefits being that more proactive care can be given to the residents of the home. Castle Street have been asked to approach Thomas Colledge to offer the pilot service. Jackie King-Owen expressed reservations that this initiative may make residents become even more institutionalised. This was discussed and taken on board.

Minutes Agreed

Date.....

Karen Bestwick – Castle Street Practice Manager

Mr Grant Stothard – Chair of Patients Participation Group.....



Minutes of Meeting

3.0 Improving the Reception Area

A temporary work station has been positioned in reception to trial a new seating position which gives the receptionist direct access to the patient and the waiting room. Most staff members have reported that this is more beneficial for delivering good patient service.

4.0 Patient Communications/Resource File

Jackie King-Owen informed Karen that a resource file exists for the area and will send details through. It was also discussed and agreed that it would be useful for a LINK representative to attend the meeting possibly in February.

5.0 Castle Street Medical Centre brochure

Karen thanked everyone who had distributed the brochures. Further brochures were handed out for distribution.

6.0 Bolsover Sight Support Derbyshire project

Karen informed the meeting about the above project and handed out leaflets to interested parties.

7.0 Public Governor CRH invite to talk to the PPG.

Offer accepted and will be arranged for a future date.

9.0 Next Meeting will be 9th January at 6.30pm

10.00 The Meeting closed at 7.50

Minutes Agreed

Date.....

Karen Bestwick – Castle Street Practice Manager

Mr Grant Stothard – Chair of Patients Participation Group.....