



## Minutes of Meeting

Monday, 14 November 2011 at 6 pm

### Member Present

Grant Stothard (Chairman), Mandy Wareham, Mary Kay, Jean Railton, Colette Buxton, Debbie Ford, Geoff Henry, John Mair, Anne McShee, Joanne Spacie, Anne Aston (Secretary) Dr. D Kar (GP), Karen Bestwick, Practice Manager

### Apologies for Absence

Mary Freeland, Guy Freeland, Cheryl Mair, Hazel Mellard, Jackie King-Owen,

**1.0 Minutes of the previous Patients' Participation Group Meeting** held on 10<sup>th</sup> October, 2011 The minutes were received and noted.

### Matters Arising

1.1. **Parking for the Disabled** - at short notice Jackie King-Owen and Karen Bestwick met Councillor Joan Dixon and a DCC representative at the CSMC. It was agreed that, subject to there being no objections to the planning notification, CSMC would be given one parking space immediately outside the medical centre for parking for disabled people with blue badges. However, since sufficient time must be given to allow for objections, this process could take a while.

The Chairman further explained that:

- a. Bolsover Council car parks in fact are private and therefore not subject to traffic warden surveillance. This means people without blue badges can park in the blue badge designated bays with impunity knowing they cannot be prosecuted and
- b. Even if spaces for disabled people are available in council car parks, they are a still an uncomfortable distance from CSMC.

The PPG agreed that Grant (the Chairman) should press ahead with his initiative try to get a further space outside the centre.

Karen said that the CSMC petition had 160 signatures and this was sufficient to maintain pressure on the DCC. It was suggested that the local MP might help and it was agreed that this should be born in mind for the future.



## Minutes of Meeting

**2.0 Signs for CSMC** (Above entrance, at the gate and for the staff car park) Grant explained that he had asked for 3 quotes from local sign writers. Of the 3 quotes he said,

- One was late and very expensive and offered nothing more than the other 2.
- Of the other 2 there was not a lot of difference in cost.

He suggested therefore, that subject to Dr. Kar's approval, the choice was between these 2. Dr. Kar agreed that the new sign project should go ahead. After looking at photos, Dr. Kar, Karen (Bestwick) and the PPG unanimously approved Julian of Hart signs.

Dr. Kar agreed that Grant (the Chairman) should:

- Inform Julian that his quote is acceptable
- Ask that the new signs are done as soon as possible and
- Inform the other two sign writing companies that their quotes were not acceptable.

A member asked whether graffiti could be a problem particularly for the sign nearest the gate and Grant said he would speak to Julian about this.

### 3.0 Surgery Update by Dr. Kar

3.1. Dr. Kar gave an update on the **The Barlborough NHS Treatment Centre** which patients can choose to attend for the following procedures:

- Hip and knee replacements and revisions
- Lower spinal procedures
- Anterior cruciate ligament reconstruction
- Arthroscopies
- Day case procedures including minor and intermediate hand and foot procedures
- Shoulder repairs and replacements

3.2. **NHS Changes** Dr. Kar said there are many changes to NHS provision i.e. some treatments are being changed and some withdrawn. For example re minor surgery; there has been a financial cap on certain minor surgery procedures which will reduce the amount of activity carried out in a surgery setting. However, he told the PPG that he has chosen to continue to give joint injections despite no longer receiving fees for doing so. He said Guy (Freeland) had brought to his notice that patients may be disturbed by the NHS changes particularly as the changes impact on their treatment. He said he hoped patients would share any concerns they may have about this with him and/or



## Minutes of Meeting

Centre staff but he went on to say, although he would work to ensure that patients received the best treatment possible, he could not promise that he would be able to reverse any of the changes he was being forced to make.

Dr Kar said how pleased he was to have the support of the PPG and how much he appreciated the feedback he was getting. He said how important it is that he and the CSMC generally has this channel of communication.

- 3.3 **Inhouse Sexual Health Services** - Dr Kar now has full accreditation to carry out implanon insertion. Dr Kar can also provide IUCD procedures.
- 3.4 **Contraception – Condoms** Karen said the criterion in respect of free condoms by local medical centres has been changed. Now only high risk patients can be given these. There was discussion around how to define high risk and it was agreed this is somewhat subjective. Family Planning clinics can continue free provision.
- 3.5 **Prescriptions by E-mail** Karen said e-mailing for prescription renewal is up and running. As patients get used to this innovation she was sure it would be more and more welcome.
- 3.6 **Patients' Resource File** It was agreed this should be compiled by the PPG as it was an excellent idea that patients should have a comprehensive file accessible to them in the surgery waiting area. Karen talked about possible items to be included and it was agreed that the Secretary, Anne would e-mail PPG members for ideas as to possible inclusions. It was also agreed that a sub group (yet to be formed) of the PPG would manage this project.
- 3.7 **Locums, Advanced Nurse Practitioner and Students** Dr Gasser is now available on Tuesday afternoons and Karen Dukes, the Advanced Nurse Practitioner is available on Wednesday afternoons. Dr Ahmed has finished his secondment and is moving back to Bassetlaw Hospital. Students are also training in CSMC and patients are asked if they are happy for students to sit in on their appointments.
- 3.8 **GMS Registration Form** Karen said that putting the form on the CSMC web site is legal and it was agreed that potential new patients may find this helpful.
- 4.0 **Improvements to Reception Area** Grant said that he had been in touch with the Bolsover District Council Planning Dept. and been informed that internal changes do not require planning permission. However, planning permission is required for any proposed change to



## Minutes of Meeting

the outside of the building, for example, window frames have to be hard wood and glass i.e. UPVC windows cannot be used.

Karen said some of the staff are still expressing reservations and it was agreed that any plan will obviously require staff consultation as their acceptance of any change to their working environment is vital. It was further agreed it is very important for staff to have:

- access to PPG Minutes;
- for their comments to be brought to the meeting and
- their comments to recorded.

PPG members said they would be happy for staff comments on any matter connected with the PPG to become an agenda item in the future.

PPG recognised that any change to the reception area needs to be thoroughly thought through and is subject to financial availability.

5.0 **Annual Open Day Event.** The meeting agreed planning for this should start in January 2012. Anne (Mc Shee) said in March 2012 there is a projected major reshuffle associated with social service provision in Derbyshire and this could impact on the best people who would need to be contacted for help. It was agreed, while the framework should be worked on from January, nothing should be finalised until after the reshuffle.

6.0 **PPG Brochure and Welcome Letter** On behalf of the PPG Grant thanked Anne for these.

6.1 **Amendments to Brochure** It was agreed that as the brochure is the PPG's "baby" i.e. the PPG is responsible for the original idea, the design, printing, circulation etc. Anne should amend the brochure to reflect this. Anne asked whether she should insert another page to tell patients more about the PPG. This was agreed.

6.2 **Printing Run** - because the new CSMC signs are awaited it was agreed that only 200 brochures should be printed at this time. As soon as the new signs are erected Anne will take another photo of the centre to replace the present photo and then print another run.

6.2 **Circulation of Brochure** Once the amendments are done and the brochures delivered to CSMC Anne will e-mail members to inform them. Members were extremely willing to take responsibility for dropping brochures and lively discussion surrounded possible locations.



## Minutes of Meeting

- 7.0 **St John's Ambulance Save a Life Scheme** We discussed about members of the PPG undertaking the CPR course offered by St John. Anne McShee gave Karen the contact number so a course can be arranged with a view to rolling it out to the wider practice population.
- 8.0 **Winter Contingency Plan** – a health and safety review has taken place particularly in respect of Dr Kar and his staff's ability to get into the centre in severe weather. Karen said a triage phone would be used and not the 111 telephone service. She said hopefully the plan would not need to be utilised, however it was important to be prepared.
- 9.0 **Next Meeting will be 6<sup>th</sup> December at 6pm** and it will include a Christmas Buffet catered for the PPG by CSMC.
- 10.00 **The Meeting closed at 7.56**