



Minutes of Meeting Monday, 11th February, 2013 at 6.30 pm

Member Present

Grant Stothard (Chairman),
Colette Buxton
Jean Railton
Karen Bestwick (Manager)

Anne McShee
Mary Kay
Geoffrey Henry
Anne Aston (Sec)

John Harshaw
Jackie King-Owen
Guy Freeland
Hazel Mellard

Apologies for Absence

Dr Kar
Joanne Spacie

Mandy Wareham
Debbie Ford

Ryan Buxton

1.0 Minutes of the Last Minutes were accepted

2.0 No Meeting in January Chairman apologised for this. He said the cancellation was due to the bad weather.

3.0 Matters Arising & Surgery Report from Karen

3.1 Flu Jabs Karen reported CSMC came 4th in Derbyshire practices for the number for the % of flu jabs given to targeted patients. She thanked the PPG for its assistance..

3.3 CSMC New Web Site Karen said by 17th February she would have editing rights & she would be updating the site in respect of feedback from the PPG & others..

3.4 System On-Line (SOL) Karen asked for help in trialling the function of the Prescription Section. This section will **offer on line prescription ordering**. She accepted Grant (Chair), Jean (Railton) & Anne's (Aston) offer. Karen will send them a User Name & Password ASAP. Eventually patients will have a user name & password giving them access to their medical records. The Data Protection Act protects access to records.

She said SOL will offer e.g. fast access to a GP requiring notes & testing results for new patients.

3.5 Summary Care Records **Karen said these are all now uploaded & are accessible for temporary residents.** The LMC (Local Medical Committee) are carrying out a mock CQC review at the Practice on the 17th March.

3.6 Patient Surveys have been distributed & they have also been sent to known representatives of "hard to reach" groups. Currently the returns are encouraging.



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3.7 New Phone System Karen said the extension phone system has to be replaced & asked PPG members if the surgery phone number was already in use whether they would prefer: a queue system or an engaged signal.

After discussion members said they preferred the “queue” system & if possible, to know their number in the queue. Because CSMC is a small practice, it was further agreed, keypad options weren't necessary.

3.8 Music in the Waiting Room Members all agreed they did not like the present local radio programme being played. It was agreed Classic FM should be trialled & played quietly.

3.9 Electronic Information Board. Karen said, after the new build seating in the new waiting room would be differently configured (seats sideways on to reception) therefore the board would be repositioned to the opposite wall..

4.0 Virtual Wards - Karen said the intention of virtual wards were to prevent hospital unnecessary hospital admissions for those who have conditions which, with greater professional community (GP, nurse, physio & occupational therapists, social workers, dieticians etc.) input, will allow patients to remain in their own homes. To help virtual wards function well, multi-disciplinary meetings will be scheduled fortnightly. Jackie King Owen said what was needed was “joined up working”. She said patients presently associated the name “Virtual Wards” with a money saving venture when in fact if it were called something like “Integrated Care Promotion” & the accent was on networking & communication, she thought there would have a greater sense of success.

5.0 New Web Site - generally comment was very favourable. Jackie (King-Owen) said she would ask her colleagues &, where appropriate, her clients as to their opinion.

5.1 Day Night Pharmacy – Town End In connection with prescriptions the meeting discussed the new Day-Night Pharmacy which received good feedback e.g. patients are phoned when **prescriptions** are ready: they also deliver medicines to those requiring this service. It was agreed the surgery & PPG need to be even handed vis a vis Rowland & Day-Night.

5.3 Bolsover School Anne said the Bolsover School Student Council, with representatives from all year groups, continued to research what CSMC might consider appropriate for the teenage section of the web site. Although this may change they were saying the section might include:

- a section for the younger age group e.g. 11 – 13 yrs.
- Separate gender related topics.

She said the Head had anticipated topics e.g. anorexia but students said this was well covered on the Net. Depression was high on the suggestion list. He



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thanked the PPG for requesting this exercise as it had also helped the school by raising topics the school would pursue in assemblies & PHSE.

6.0 New Build – Karen said:

- Although weather was interfering with progress everything was going ahead:
- Knocking down internal walls may interfere with the progress due to the fact of the wet & freezing weather:
- At some point heaters & dehumidifiers may well be needed.
- Roof trusses were arriving on Thursday, 14th February.

7.0 Chairman Report

7.1 New Build - the Chair said Mike (Aston), Guy (Freeland) & he were meeting to monitor progress once a week with Karen & the builder & helping where they could.

71.1. Issues re Access – the chair explained alternatives had to be found to accommodate the sensibilities of neighbours. He said:

- While this was necessary, it meant inconvenience to patients due to the lack of front door access
- He had written to the town clerk to ask for a definitive answer as to who owned the access path between high street & castle street

Since solicitors were involved, Guy said it may be opportune to request a sight of the deeds associated with the path. Grant said he would follow this up.

7.1.2. Disabled Toilet Because of the changes necessitated via the award for planning permission Grant said the size & positioning of this toilet had to be changed. Jackie offered to find a wheelchair user to road test the toilet for CSMC & her offer was gratefully accepted.

7..2. NAPP Application Grant said the application was being made & paid for by HCCG for all 16 PPG member practices but this seems to be difficult since not all PPG practices attend meetings. However they promised to follow it up.

7.3. Information/Television Screens Grant said he'd spoken to Andy Gregory (CEO HCCG) about this & it would be great if all practices in HCCG could have the same system. This would allow HCCG & its respective practices to interchange patient information via the television. He said this gave patients information firstly about their own practice but secondly about HCCG the NHS generally.

7.4. Stewards Visit – Grant said a visit by David Briggs (Blue Dykes) Barbara Prince (Cresswell Practice Manager) & Dr John Orchard would happen on 22nd February. Steward visits were intended to assist the sharing of best practice. They would meet significant CSMC people including the PPG Chair.



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7.5. Patients' Participation Networking Group Meeting will take place the Proact Stadium Chesterfield, starting with a buffet at 5.30 pm with the meeting 6 – 8 pm M/s Varah NAPP CEO is the visiting speaker. Members need to book the places.

7.6 Patients' Reference Group Guy explained there was some confusion expressed about the roles of this & the PPGs. This was particularly so, after the Chair (Andy Gregory) stated all PPG members could attend & all HCCG meetings were open to the public.

7.6.1 Learning Difficulties – Andy Gregory said HCCG was the “Lead” in respect of Learning Difficulties. Jackie said she would keep the group informed on the progress vis a vis this group.

8.0 Learning Difficulties Jackie (King-Owen) said she had funding for a new part-time worker befriending/helping those with learning difficulties living in the community. She said, in recognition of HCCG's priority being mental well-being which included those with learning difficulties, CSMC might want to consider taking a lead on this from a health perspective & to this end she offered the new worker's help. She said she would provide more information for Anne (Aston) to circulate.

9.0 Newsletter Anne asked for contributions & it was decided a profile of a staff member & a PPG member would be most welcome. Accordingly Emma as the new “in-care co-ordinator” & Jackie King Owen were nominated & unanimously accepted. Jackie said she would forward her profile & a photo to Anne & Karen agreed to ask Emma for her profile & photo which would also be forwarded to Anne.

9.1 Date of Next Newsletter It was decided the next Newsletter should be delivered by the end March to hopefully coincide with the extension completion. Mike Aston is taking progress photos weekly & some of these could be included.

9.2 Newsletter Contributions – Anne said she would welcome all the contributions she could get.

10.0 District Nurses - Colette (Buxton) was asked about the protocols for district nurses. She said team meetings were held once a week but due to pressure of work not all members can attend. She said currently 1 district nurse takes all the calls at weekends & this means district nurses work 1 in 4 weekends covering a very large area. Bolsover, Cresswell, Clowne & Shirebrook.

11.0 Look Magazine & Bolsover 1st Members congratulated Grant on his success of getting practice information into these magazines. It was agreed that it is an excellent way of publicising our work.



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12.0 CSMC Snow

12.1 Snow Clearing Karen said a local person had taken over the job of clearing the snow & everyone agreed he was doing an excellent job particularly in getting the paths cleared so early in the morning. They asked Karen to let him know how much the PPG appreciate his efforts.

12.2 Doctor not being able to get in during the bad weather Karen said now a lap top is provided to doctors, while obviously not ideal, it does mean doctors can keep in touch with their patients through it.

13.0 Surgery & appointments

13.1 Appointment System. Karen explained patients are encouraged to phone by 8am to book an appointment for that day. There are:

- 12 bookable "on the day" appointments
- 3 pre bookable appointments in the morning
- 3 pre bookable appointments in the afternoon

Pre bookable appointments are frequently taken by patients who the doctor has asked to come again on a specific day and/or time. Once the Registrar is working it is anticipated CSMC patients will have more choice over time including on who to see.

13.2 Appointment cards with no mention CSMC. Guy asked what was happening about our own CSMC appointment cards & Karen said she was sorry this was taking so long she would look into it. Members were sympathetic recognising the huge demands placed on Karen's time especially since she is not working full time.

14.0 A Speaker from the Alzheimer's Society Karen said Anne had agreed to her speaking for 30 minutes at the next meeting which will commence at 6pm instead of 6.30 to accommodate this.

15.0 New Members & Visitors are Welcome – this was unanimously agreed.

Meeting Closed at 8.40pm

Next meeting Monday, 11th March, 2013 at 6 pm at Heath House, 37 High Street