



Minutes of Meeting

Monday, 12th March, 2012 at 6.30 pm

Member Present

Grant Stothard (Chairman),
Anne Mc Shee,
Debra Ford,
Geoff Henry,
Guy Freeland,
Hazel Mellard,
Jean Railton,
Mandy Wareham,
Mary Freeland,
Mary Kay,
Dr. D Kar (GP)
Karen Bestwick, Practice Manager,
Anne Aston (Secretary),

Apologies for Absence

John & Cheryl Mair

1.0 Minutes of the previous Patients' Participation Group Meeting held on Monday, 20th February, 2012 were received and noted.

2.0 Matters Arising

2.1 Surgery Renovation

Working Group re Possible Waiting Area Renovation

Working Group – Grant Stothard, Chairman
Guy Freeland
Mike Aston
Karen Beswick

The Working Group agreed to ask Mike Aston (a patients & a civil engineer) to visit the Centre to meet with Karen and Guy to look at the structure and to report back to the group re enlarging the waiting room; he would also be asked to come up with possible suggestions for enhanced privacy when patients talk to staff at the reception desk.



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2.2 The Derbyshire Times – Jackie (King-Owen) has written to the Grass Roots Column and will check up on its progress. Grant (Stothard) will follow up with a letter congratulating Dr. Kar. It was agreed that it's good to keep the CSMC in the public eye.

2.3 The Appointment Cards – Guy Freeland passed around the appointment card he had designed and it was agreed they were excellent. He will liaise with Karen (Bestwick) re printing and whether they would be done in black and white or colour.

3.0 The Lion's Club - Message in A Bottle Project This scheme is free to the user. When the subject was introduced Jean (Railton) showed the group her bottle with the message inside. The Lions Message In a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the Fridge.

Jean said that whilst it is focused on the more vulnerable people in our community, anyone can fall downstairs or have a car accident, so this scheme can benefit anyone.

As a minimum it will save the Emergency Services valuable time identifying people's emergency contacts. By stating what special medication is being taken or whether the person has allergies or not, it is a potential lifesaver and provides peace of mind to users, their friends and families.

The system is simple.

The Message in a Bottle pack comprises of:

A Bottle, a Form & Stickers

The information is now available from a link on the CSMC Home Page.

2.4 Surgery Up-Date - Karen Bestwick informed the group that;

2.4.1. Summary Care Record – Karen explained, the letters re Summary Care Records were already being posted. She said that patients would be asked to reply only if they want to opt out of the scheme. She talked a little about the benefits of doctors being able to access a central record for a patient particularly mentioning allergies, some of which can be life threatening. Patients will not have access to these records. New patients will have to give their permission regardless of whether they have given permission to the previous doctor.



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The question of illiteracy arose and it was pointed out that with the need to opt out patients who have difficulty reading with reading may be unaware that they have by default given permission. A possible solution to this will be researched. For more information patients should go to:

<http://www.nhs.uk/nhsengland/thenhs/records/healthrecords/pages/servicedescription.aspx>

- 2.4.2 Patient Survey Questionnaire** – Karen distributed a paper with a breakdown of the responses to the individual questions (See Addendum)
She said the survey was taken randomly, however, she would like more respondents between 18 – 34 years.

It was agreed that next year the PPG would be asked to what question they thought should and should not be included. A précis of the findings will be put up in the waiting room.

- 2.4.3** Karen stated that practices have an Action Plan which is reviewed 6 monthly and she would bring it to the PPG's next meeting.
- 2.4.4 New Signs** – Karen said there had been good comments and feedback.
- 2.4.5 CSMC newsletter** – Mary Freeland and Anne Aston will help by composing this for Karen to approve. Likely items to be included e.g.:
- Patient confidentiality
 - Waiting room seating experimentation
- 2.4.6 Gratitude to PPG** – Karen said how grateful CSMC is to the PPG for all its help. PPG members expressed their grateful to Dr. Kar, Karen and the rest of the staff for the excellent job they do.

3.0 Doctors Update – CSMC have several new patients from Inkersol.

- 3.1. Langwith** – The Crewell and Langwith Practices are going out to tender. Discussions around these implications took place.

- 3.2. Dr. Rama**, the current registrar will be leaving on the 2nd April and will be missed.
Dr. Alan Carberry will be arriving on the 4th April and working with patients after the second week in April.
Karen Dukes will, hopefully also be back on the 4th April
Dr. Gaffer will be holding clinics on a Tuesday and Thursday.
Dr. Karma will possibly be back in 2 months.



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- 4.0 Brochure** – Guy Freeland suggested that Dr. Kar's name and his qualifications and Karen's name as Practice Manager should be included on the brochure. This was agreed and Anne said she would do it when she prints a new set of brochures. Dr Kar gave permission to delete the two graphics on the back page in order to give space to do this.
- 5.0 Hardwick Health Commissioning Group (HHCG) –**
Next Board Meeting 20th March at 2pm at North Wingfield Resource Centre
Jackie (King-Owen) said she may go to this meeting.
Grant (Chairman) said he thought it might be good if Chairs of PPG receive the Minutes of HHCG meetings.
- 6.0 Blood Pressure Machine in Waiting Area** – Mary (Freeland) said that there was a Blood Pressure Machine in her previous doctor's waiting room in Eastbourne and beside it a locked box into which patients could put the slip of paper from the machine after having written their names on it. Patients frequently take their blood pressure regardless of who they are seeing at CSMC. It was agreed that this is an excellent idea and once the box and pen are in place patients should be encouraged to do this.
- 7.0 Missed Appointments** – Mary (Freeland) also asked about missed appointments and Karen (Bestwick) said this was really not as big a problem as it is in some practices. She thought the reason for this was that patients normally phone for an appointment on the day and this means patients do not easily forget their appointments date and time. She said very occasionally human error occurs when a patient makes an appointment and the appointment is not put in the diary. When the latter happens she always tries to track down the reason.
- 8.0 Fuel Poverty** – This Bolsover District Council project and is part funded by the PCT and was referred to CSMC by Natasha Potter & Christa Belshaw who were asking whether CSMC would be prepared to pilot it – house checks. Natasha said they carried out energy assessments and provided information about grants and oil schemes. The PPG approved and supported this initiative.
- 9.0 Suggestions for a better service for Patients**
9.1. Flu Clinics – Christa Belshaw has suggested these could be taken out of the surgery.
9.2 Health Promotion. It has been suggested that the back meeting room could be set up

Members said these might be good ideas but they should be assessed in detail as they were conscious that they could incur an extra burden for staff.



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- 10.0 **PPG – a Direct Enhanced Service** – Jean (Railton) asked whether a subsidy existed for PPGs. Karen replied that it was paid per patient @ £1.10 per patient and this means obviously that large practices are paid more. However it was agreed that smaller practices still had costs that superseded this amount.
- 11.0 **Bodies Represented within the PPG** - Grant said he realised that there is a lot of expertise within the PPG and asked members if they would be willing to give him the names of the bodies with which they are associated. Members agreed to do this.
- 12.0 **Age UK and Freedom Café** - Karen said there is a high rise of cancer in people over 70 years in the area. Anne Mcshee informed the meeting that the Freedom Café was a meeting place where people could go to discuss this.
- 13.0 **Drop In Surgery for Benefits Assessment** – Anne (Mc Shee) said she would bring more information about this to the next meeting as in the present financial climate many of our patients would be struggling and this surgery could help them.
- 14.0 **Meeting Closed at 7.55 pm**
- 15.0 **Date of Next Meeting** Monday, 16th April, at 6.30 pm and will now meet every second Monday of the month.