



Minutes of Meeting

Monday, 15th April, 2013 at 6.30 pm

Member Present

Grant Stothard (Chairman),
Mary Kay
Jean Railton
Michael Leaney
Anne Aston (Sec)

Anne McShee
Jackie King-Owen
Mandy Wareham
Guy Freeland

John Harshaw
Hazel Mellard
Ryan Buxton
Geoff Henry
Karen Bestwick (Manager)

Visitors

Natasha Bright

Claire Stuart

Apologies Dr Kar &

Debbie Ford

1. **Welcome**, apologies & introduction to new member Michael Leaney and visitors Natasha Bright and Claire Stuart
2. **Approval of Minutes 11 March, 2013**
3. **Matters Arising from Last Meeting**
 - 3.1 **Alzheimers/Dementia** Hazel Shaw at her last month's talk recommended a book "The Little Girl in the Radiator" by Martin Slevin, (Amazon Paperback = £6.74). Anne said she had read it; it is excellent.
 - 3.2 **CSMC Survey** Grant said that in other PPGs in Hardwick PPG members get more involved in getting patients to respond to Survey questions. For example, PPG Members at Blue Dykes sit in the waiting room and go through the questionnaire with patients. Anne said we had to be aware that some patients may be illiterate and we must not embarrass them. Grant agreed saying PPG members could fill in the questionnaires for people. Karen apologised but said the timing had been tight this time. Grant said members totally understood and knew Karen had been snowed under coping with all the changes e.g. all the ramifications of the new build. Karen mentioned that one of the Clay Cross surgeries had loaned from the CCG a survey touch screen and this may be an option now the waiting room had been extended. Geoff asked whether we could get access to other practices survey questions. Grant said he would try to do this. Karen said the next survey would be started probably in September this year. The survey results will be pinned on the pink notice board in the waiting room as well as on the internet. The next patients' survey will ask about the reaction of patients to the new waiting room.
 - 3.3 **New CSMC Web Site** – the question was asked as to whether the scrolling speed could be slowed on the news feed. Ryan said it could. Karen agreed to look into this
 - 3.4 **GP to GP** Karen said this was in hand we now have some patients we can work with over this.



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4. Chairman's Report

New Build Grant said he hoped everyone had had the opportunity to see the new build. It is very impressive. Members agreed. Grant said that Russell of Hasland Builders Tim, the architect had been excellent. WE could certainly recommend their services. He said he had spoken to Dr Kar who was very pleased with the outcome.

- 4.1 **PPG Members thanked staff** - for their forbearance during the new build.
- 4.2 **Painting of Outside** Grant said this was in hand.
- 4.3 **Hook in the Loo** Jean asked if it would be possible to have a hook on the door on to which a handbag or coat could hang. Karen said she would follow this up.
- 4.4 **New Position of Electronic Message Board** was very much approved. A request was put in for the "Not to use mobile" message to be reintroduced.
- 4.5 **New Door Labelling in hand** – card board signs on surgery doors are very temporary. Karen said, new signs are on order and should arrive in a few days.
- 4.6 **Confidentiality at Reception** Karen said this was still an issue and she would be talking to Tim, the architect, about sound proofing in the hope that a solution could be found.
- 4.7 **Loud Music in Waiting Room** this was discussed and various suggestions made e.g. using the hospital radio station. Karen said the music was intended to distract waiting patients overhearing those at reception and this would hopefully be resolved when a sound proofing scheme had been installed.
- 4.8 **Furniture** – The waiting room will still have the old chairs at least for a while. However the clinical rooms will have new chairs which can be hygienically cleaned and these have now been ordered. Grant said it had been reported that patients were embarrassed when they could not easily get up from the chair in Dr Kar's consulting room and therefore were reliant on his help. Karen said she would look into this.
- 4.9 **PPG Notice Board** will be in place tomorrow 12.4.2013.
- 4.10 **New Meeting Room** is light and airy and despite having to lessen its size in order to get planning permission it is quite large.
- 4.11 **Outside Signage** will be painted to reflect the new premises.
- 4.12 **Outside Block Paving** this was thought to be excellent.
- 4.13 **Reading Rack** – several organisations have been contacted to assist with sourcing a new reading rack. Grant has been in touch with several local voluntary groups, e.g. British Heart Foundation
- 4.14 **Patients' Library** – this will go forward. It is hoped patients will be able to borrow books to read at home.
- 4.15 **Patients Waiting on Phone When Ringing for Appointment** - Karen said she hoped the new telephone system would help this and ask for help in monitoring if this was so.
- 4.16 **Appointments** – it was agreed that this would be discussed at the next PPG meeting particularly in respect of more bookable appointments.
 - 4.16.1 **Patients with long term conditions** – members agreed that wherever possible these patients would like to be seen by the same doctor. The logistics of this will also be discussed at the next meeting



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4.16.2 Call Back Appointments/Consultations these will also be discussed at the next meeting

4.16.3 The New Telephone System it is hoped that this will improve patients experience of waiting on the phone.

5. **New Extension Opening Event** 12th June – to be confirmed. It was proposed and agreed that Dr Sengupta would be asked to perform this duty.
 - 5.1 **Local Voluntary Group Involvement** this will be pursued.
6. **Young Inspectors** - This project will come to CSMC 25th April, 2013. Karen will report back on how it went and with any news ideas to the next meeting.
7. **System-on-Line** – Grant said he had password problems but these have now been resolved. Anne said her experience was excellent – the only problem for her was that it did not specify where the prescription should be sent or picked up. It is simpler than our present system. Jean also approved of the system saying it was easy to use.
8. **Natasha (Tash) ex Derbyshire link will be working with Enable and CSMC** – her presence at the meeting and her help was very warmly welcomed. She will also help with the Virtual Ward Project. Natasha's position is sponsored by Enable who has been commissioned by Social Services.
 - 8.1 **Booklet of Voluntary Organisations** Tash has produced this booklet and passed it around. It was agreed that Grant and Anne would feedback. Immediate response by members was that the font was rather small. Tash said she would amend this.
9. **Enable Group Has Gone Regional** and are new partnered with East Midlands Housing Group (EMHG). **Jackie (Executive Director)** said being part of the EMH Group, we will give greater opportunities to do what Enable does best which is using their skills and specialisms in this way will to benefit more people. She said EMH Group provides homes and specialist services for a range of people and communities, including black minority ethnic (BME) groups, older people, young vulnerable people, and safe homes for people fleeing from domestic violence. **Anne (McShee)** is the Housing Support manager. She said Enable had recently bought a van to get around. Anne (Aston) said she will include a fuller picture of Enable's work in the Newsletter.
 - 9.1 **Clare on 10 week Social Work placement** and it is hoped that this placement could indirectly help with the Virtual Ward project. Jackie said that Andy Gregory HCCG says this is a pilot that they will be watching as other surgeries would like to do it.
 - 9.2 **A Mobile Van** (Enable) – has been bought to assist people in getting around.
 - 9.3 **A Drop in Clinic** will be established for people with learning difficulties
 - 9.4 **CSMC Leading the Way** on what barriers there are to people coming to CSMC
10. **Brochures for HCCG Appointment System and Prescriptions and About PPG** Anne shared these and they were generally approved. Geoff suggested that patients should be given them at Reception.



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11. **Hardwick Patients' Network** It was agreed there has been confusion between the functions and names of HCCG Patients' Reference Group and the HCCG Patients' Participation Group so it was decided at the last HCCG meeting (11th April) the name of HCCG Participation Group should be renamed Hardwick Patients' Network to differentiate the two groups.
12. **The Chair has been invited to Blackwell Surgery** to talk about taking a PPG forward. It was agreed that we should feel free to invite members from other PPGs to our meetings.
13. **NAPP** - it was agreed that we should not wait for HCCG but we should go ahead and join NAPP under our own name.
14. **TV Licence for Surgery** – there was some discussion around this subject with Ryan suggesting that maybe individual doctors' surgeries were exempt from needing a licence if they were linked in together. Karen said she thought each surgery was responsible for its own but she would find out.
15. **Sponsoring Karen for Trans Pennine Cycle Ride (215 miles) on Bank Holiday Weekend** – Karen explained that she and her group were cycling for the BHF and asked where possible for sponsorship.
16. **Any Other Business**
 - 16.1 **Complaint re Chesterfield Royal Hospital and NHS 111** – A PPG member shared her story about her daughter and grandson's experience between Friday, 5th May & Tuesday 9th May. Dismay was expressed by all the members. Anne said Dr Stephen Lloyd, Andy Gregory, the HCCG Chief Nurse and Jean Richards had all separately and together said they wanted to hear about poor patient experiences and it was agreed that the member should ask her daughter to write everything down and forward it to Anne who would, in turn, copy it to those mentioned.
 - 16.2 **Updated CSMC PPG Names and Addresses** There have been several changes to the old list so Anne said she would send an updated list. (See Appendix 1)
17. **Meeting Closed** 20. 47 hours
18. **Next Meeting** Monday, 13th May at 37 High Street at 6.30pm