



Minutes of Meeting

Monday, 8th July, 2013 at 6.30 pm - 8.30pm

Member Present

Grant Stothard (Chairman),
Jean Railton
Michael Leaney
Hazel Mellard
Mary Kay

Anne McShee
Collette Buxton
Mandy Wareham
Ryan Buxton
Dr Kar
Anne Aston (Sec)

John Harshaw
Debbie Ford
Anne Eaton
Guy Freeland
Debbie Ford

Apologies Karen Bestwick

1. Welcome & Members apologies

2. Approval of Minutes 10th June, 2013

3. Matters Arising from Last Meeting

3.1 Confidentiality at Reception Tim Nutter of Lamexell has not reported back yet on a possible solution and soon as there is news Karen will report back to the group.

3.2 Mobile Phones in the Waiting Room Grant said this now no longer an issue.

3.3 PPG Notice Board – Grant said the key has now been found.

3.4 CSMC Library Bookcase is fitted and it looks excellent. Karen has ordered some books which as soon as they will arrive will be available for patients.

3.4.1 Free Books Grant said he had been in touch with Dave Gardiner through the HCCG Patients' Networking Group and he said he would give us information on free books. Anne (McShee) said she had spoken to Matthew Osbourne of Clay Cross who will do free training for any group on different illnesses and Anne said they were willing to lend us free books and they will give free talks as well.

3.5 Complaint passed onto HCCG this is still on going.

3.6 Waiting in A&E at the Chesterfield Royal Hospital Anne (McShee) said there were still on-going issues which had been brought to her attention. Geoff (Henry) said it must be patchy as he was in an out in no time when he broke his wrist.

3.7 The Bolsover And District Community Guide 2013 A Joint CSMC And Enable Group Grant said these are being distributed and Arkwright Grange have given him permission to put the Guides in their show house with our welcome pack. Anne said that she is also circulating them.

3.8 Hardwick Patients' Networking Group Grant said that HCCG have now taken the initiative to see why there are comparatively few people attending the meetings. The result



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of this is that after Gillian had attended a meeting at Cresswell, the surgery at Cresswell Craggs turned up with 4 people and there were representatives from Staffa too.

3.9 Patients Numbers continue to rise.

4. Chairman's Report

4.1 Local Publications Grant continues to place information in Derbyshire Times and Look Magazine. He will continue to explore other avenues where CSMC can distribute literature. He also asked for thought to be given to informing hard to reach groups.

4.2 New Extension Opening Event 12th June 2pm – 4pm. The meeting registered its disappointment that despite sending a reporter and photographer The Derby Times never printed anything about the opening.

4.3 Prescription Box has been painted dark blue and looks much better.

4.4 New Name Tags for Staff and the staff are wearing them. The Chair said there is now no excuse for patients to not know to whom they are talking.

4.5 NAPP Karen has sent off the application to join but this has now been superseded by Jean Richards e-mail which states that the group membership by HCCG has now been accepted to the practice is now a member but we have not had any further information.

4.6 Change to Parking on Castle Street was reported in The Derbyshire Times. The article said there is going to be parking for the disabled from Neffi Café to our surgery gates and people will be able to park there for up to 3 hours. Grant said that this space should be able to accommodate at 3 cars. It has taken us 2 years to get this. Discussion ensued re the length of time.

4.7 Gemma Hospital Complaint A long discussion ensued. Guy (Freeland) said that HCCG commission services from the Chesterfield Royal Hospital and that is the only formal connection. He said HCCG may be interested because such occurrences can technically influence the commissioning of further services, this in fact was the only responsibility it had to patients. Individual patients' complaints should be directly to hospital as Gemma is doing or through the General Medical Council. He also said if no satisfaction was forthcoming then this was where the documented complaint details should be sent. Despite Anne (Aston) being told Dr. Kar would be contacted he still had heard nothing. Anne said Gemma's confidence in the hospital had been shaken and initially with it, her confidence in Dr Kar although the latter confidence has since been renewed. Anne said the hospital knew that Gemma's complaint was supported by CSMC PPG.

5. Surgery Report – Dr Kar

5.1.1 The Refurbished Surgery – is much lighter and larger e.g. parents with children in pushchairs are able to manoeuvre with no problem and despite there needing to be



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improvement re confidentiality at reception that is already improved by the enlarged waiting area. Staff and patients are very happy with the changes its brought.

- 5.1.2 Flu Jabs** will arrive for Friday 27th September and advertising will commence the last week in August.
- 5.1.3 Trainee GP** – From August CSMC is getting 2 new registrars which will increase capacity. These are trainee GPs who are fully trained doctors byt who in order to become a GP must have further training in a GP practice who will be supervised by Dr Kar. Dr. Susanna Kerry will start August 2nd. Dr. Kerry will also be dealing with contraception needs as women frequently will ask from a female doctor.. Dr Kar will be on a well earned holiday for 2 weeks in August but by September CSMC should have more capacity. We need more patients.
- 5.1.4 District Nurses** are very stretched and in particular there is a continuing worry re the care of the terminally ill
- 5.1.5 The Community Matron** has resigned so the future is uncertain. This is not ideal for our patients and Dr. Kar said he'd flagged it up with HCCG Andy Gregory that day.
- 5.1.6 Lynn (Phlebotomist)** Lyn has now broken her arm and will be off for at least 6 weeks. Dr Kar said he is trying to schedule training for one of the receptionists. Karen tried for a whole day to find a replacement and has managed to find some nurses who will give us a little of their time.
- 5.1.7 Pressure on GPs** Dr. Kar said that HCCG doctors had met and agreed there was an increasing pressure on GP's. With CQC coming on and other changes e.g, increasing documentation and patients' raised expectations e.g. asking for a GP visit after 6pm in the evening it is difficult to keep the same high standards expected of himself and expected by the patients. Anne (McShee) agreed with this and said her clients were expecting more and more from her services.

5.2 HCCG

- 5.2.1 PRG Meeting of at Arkwright Centre** We were well represented. Grant said David Gardener (Asst. Director for Procurement and Contracts for Derbyshire) gave a talk explaining what commissioning is and who was responsible for what. The outline of his talk should be available on the HCCG website if members want to read it. Derbyshire population is projected to increase by 47%, Two minute up date from each surgery present.
- i. **Doctors triaging** which is when a doctor answers the phones first thing in the morning and decides whether the patient ringing needs e.g. to come to the surgery or a home visit or another intervention. Grant said that in terms of patient satisfaction, there were mixed experiences reported but the more successful ones seemed to be with surgeries with several doctors.



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- ii. **Return of old System when patients are seen on a first come first serve basis without appointments**
Grant said it was reported that this had been a limited success. Those present were surprised and said they would not like to go back to this system.
- iii. **PPGs Finances** Some PPGs reported that they received no help in terms of expenses from their surgeries for e.g, paper etc.
- iv. **Care and Assistance Service** Anne (McShee) said this service had run for a few years. It is a service which helps people who come home from hospital with no nearby help. Patients may need to pay for this service. **Hospital Relief Service** which comes under the Community Hospital is run to help patients too. Anne said that the down fall is when patients overestimate their capacity to do things for themselves. She said there is an excellent service in Bolsover.
- vi. **Touch Screen Appointment Register at Cresswell.** There is a hygiene issue due to people touching the screens with unclean hands.
- vii. **Networking opportunity.** Grant said that this was excellent and the meeting at the Arkwright Centre seemed to engender this more. New attendees were very interested in what is happening.

6.0 Any Other Business

6.1 Scrap Book Guy said his wife Mary had asked him to suggest the compilation of a CSMC Scrap Book to be in the Waiting Area. The scrap book should contain the articles in e.g. Look Magazine, The Derbyshire Times etc also copies of the items like the poems to Dr. Kar and Dr. Sengupta and photos of the opening. Everyone thought this an excellent idea and asked for it to be put on the next meeting's agenda.

6.1 Thanking Mrs Kar for all her hard work on behalf of CSMC. This was agreed unanimously and praise was heaped on Mrs Kar for the wonderful food she produced for events such as the opening and at Christmas etc. It was proposed that Anne should send a card on behalf of the PPG and this was agreed.

6. **Meeting Closed** 20. 30 hours

7. **Next Meeting** Monday, 9th September at 6.30pm venue to be decided.