



Minutes of Meeting

Monday, 9th January, 2012 at 6 pm

Member Present

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

Apologies for Absence

Joanne Spacie & Cheryl Mair

1.0 Welcome

2.0 **Minutes of the previous Patients' Participation Group Meeting** held on Monday, 6th December 2011 were received and noted after the date of Minutes was corrected.

2.1 Matters Arising

2.2 **Up-Date on Parking for the Disabled** – the Chairman said Councillor Joan Dixon had not yet got back to him. Jackie King-Owen suggested that he should write to Lee Wright (DCC) Joint Consultative Group mentioning James Adams (DCC) who had been at the same meeting. James Allen had advised that if and when a space or spaces are allowed for disabled parking we could have an amended Traffic Regulation Order to ensure CSMC has a space(s) reserved for its patients. J.K-O also suggested that in the same letter, we should:

- Mention that CSMC would particularly like two spaces as she thought Lee Wright may be working on the basis of one available space:
- Request a generic blue badge which would be kept in the CSMC Reception and lent to patients who for whatever reason are temporarily disabled; a patients with e.g. a broken limb and
- Ask whether there would be a charge to CSMC for such a blue badge.

2.3. Surgery Up-Date

2.3.1 Prescriptions

Karen said that there has to be caution when issuing prescriptions as some patients move between surgeries in an attempt to obtain the drugs they want. She said she will check up on all aspects of prescription ordering. She was asked about ordering prescriptions over the phone and she said:



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- It is difficult to identify a person ordering the drugs. Patient safety always has to be the priority.
- It is not too difficult to get through to the office except during the period 8.00 am – 8.15 am.
- Receptionists are aware of working arrangements surrounding prescriptions
- Patients can book an appointment to speak to Dr. Kar about a prescription on the phone

2.3.2 Prescriptions On-Line

Remember these details.

Guy (Freeland) pointed out that although there is a box that states “Remember these (prescription) details“, it is not yet in operation and suggested that the box is removed until such times that it is. Karen said she would follow this up.

Patients Requiring More Than 10 Items when ordering prescriptions on line

Some patients require more than 10 items and Karen advised that once the first ten boxes are fill the patient should press the box and then the start the process again. The surgery will process both forms as one request.

2.4 Doctors Up-date

- Dr Kashif Ahmed, GP Registrar who joined the Practice on the 22nd August has finished his placement.
- Dr S Kama PGD in Mental Health Practice, MBBS, MRCP, DFSRH is with CSMC until the beginning of April, 2012
- Karen Dukes, our Advanced Nurse Practitioner has extended her working hours on a Wednesday and no longer has a Monday clinic.

2.5 Compliments to Staff

- i. CSMC has been complimented on the CSMC appointment system because patients who ring the surgery as soon after 8am as possible will generally be



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able to get an appointment the same day. This is not always the case in other practices.

- ii. Our receptionists have also been complimented on their helpfulness, patience, kindness and warmth by patients and visitors to CSMC
- iii. Table Decoration – PPG members unanimously asked the Chair to express its appreciation to Nicky for her lovely reception area table decoration. He said he would do this

2.6 Patients' Participation Group Funding Karen said there is a small amount of funding available for the PPG.

2.7 Patient Survey: Karen had prepared a draft patient survey. Some useful additions were suggested by the group which Karen agreed would be incorporated. The group gave Karen permission to go ahead with the survey pending the alterations.

3.0 Reception Area – there was considerable discussion surrounding how the area could be altered and improved. The Chair suggested creating a sub group for Reception and IT of PPG interested members. This was approved and the PPG sub group will comprise, Grant, Guy, Karen and Dr. Kar.

4.0 Nursing Homes: The PCT are supporting a re-alignment of nursing homes in Bolsover. It has been proposed that Dr Kar will look after Thomas Colledge. Meetings have taken place to discuss with the residents the proposed plan. Karen will liaise with the home during the transitional period. Karen stated that patient choice would always be the priority.

5.0 Leaflet Drop – the PPG has been extremely busy distributing its brochures over quite an extensive area. It was agreed that Anne (Aston) should print off another 250 with a new photo depicting the Centre with its new signage.

6.0 New Signage – it was agreed this was a great success and the PPG thanked the Chair for his work on this.



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7.0 Any Other Business

7.1 **The Bolsover Money Group** will be holding a “drop in session” at the surgery for those worrying about their finances on 19th January.

7.2 **Hardwick Health** is asking for a PPG representative to join it on Wednesday, 11th January, 2012 from 2 – 5 pm at the Casa Hotel Annual Review Performance Report Awards Ceremony.

8.0 **Hardwick Health** is holding a Networking Event, Wednesday, 15th February from 6.30 pm – 8 pm (See attached flier)

9.0 **Helping the Partially Sighted** - Jackie (King-Owen) drew the group's attention to the fact that partially sighted people are helped with reading if Comic Sans Ms Font 14 is used on yellow paper.

10.0 **Need to Highlight the PPG** and what we do. Everyone agreed that the more publicity we could get for the group the better.

11.0 **Frequent Movers Forum** Hardwick Health has requested representation from the PPG. It was decided that Mary (Freeland) and Anne Aston will follow this up.

12.0 **Meeting Closed at 8pm**

13.0 **Date of Next Meeting** Monday, 20th February, 6 pm