



Minutes of Meeting

Monday, 22nd February, 2016 at 6.30 pm

Members Present

Grant Stothard (Chairman)
Mandy Wareham
Janet Mann
Hazel Mellard

Geoff Henry
Mary Kay
David Mann

Jean Railton
Michael Leany
Guy Freeland

Virtual Members

Jackie King-Owen

In Attendance

Karen Bestwick
Carmen Yates

Lisa Brightmore

Apologies for Absence

Debra Ford
John Harshaw

Anne McShee

Report of last Meeting 18th January, 2016 Accepted

Matters Arising

None

Welcome - Chair - Grant welcomed Carmen Chesterfield Volunteer Centre and Lisa Brightmore – Patient Care Officer

Chesterfield Volunteer Centre, the Bolsover Project – Carmen (Yates) - explained her involvement in the Bolsover Project which aims to bring volunteers together to support the people in the local community who have been affected by cancer. There will be a meeting at the Welbeck Surgery, Wednesday, 16th March @ 2pm and subsequent meetings will be approximately every 3 – 6 months. Carmen asked for volunteers and Geoff (Henry) offered his services. She said at present committee numbers will be limited to 2 from each surgery until it is seen how it is working. The meetings will be informal. (See attached Appendix 1 – this document is a guideline and not the final document. The final document is presently being rejigged with the help of Macmillan Cancer Support before being launched publically. xx)

Comment [Gu1]: The 3-6 monthly meetings are for the steering group. It is the McMillan project.

Remap Anne recommended Remap to Carmen explaining it was an organisation that either adapts or makes equipment specifically for those with disabement. She said that they do not provide equipment that can be obtained elsewhere. Jean endorsed this saying that a computer table had been made for her and it was invaluable. Anne said the local group for Bolsover is Derby. Chair: Alan Sutton E-mail: remapderby@broadway53.plus.com

Day & Night Pharmacy in Bolsover. Grant said that many people including the Royal Chesterfield Hospital did not know that this pharmacy stays open until midnight Contact details 01246 822208 Address: 24 Townend, Bolsover, Derbyshire, S44 6DT

Chairman's Report

Grant said he had attended 2 meetings since last meeting.

21c meeting held 9th February is a totally confidential group so he said he could say little. They are hoping to roll it out for public in April. He said the business case has been made and sent to board.



Minutes of Meeting

The aim is care for everybody should be simpler and more local. Guy said there has been quite a lot of consultation and that both Grant and himself had input. Grant said he had spoken at a previous meeting about the desirability of having an integrated care meeting with patients leaving hospital to return to home and it was said to be too expensive. However, at the last meeting it was stated that this was being rolled out. The intention is for the patient to meet staff who will be involved in their care when they get home e.g. district nurse, physio. The meeting said this was an excellent idea. Karen said this was a topic covered at the Carers' Group with carers saying they did not know who to contact and for what.

Hardwick PRG meeting held evening 9th February at Walton Hospital. (See PRG Remit Appendix 2)

CQC Inspections Excellent presentation by Jim Connolly - 5 were carried out prior to this meeting and 1 was outstanding while others made for disturbing reading. The nursing homes CQC report appears to be lost.

TV Screens in Doctors' Surgeries Grant said it was announced at the meeting that 120 42 inch screens have been ordered for Derbyshire surgeries. This means 1 per surgery. Next year 60 more will be ordered for practices which have surgeries in more than one location. Karen said the information screens will come out of an IT Capital Fund. She praised and congratulated Grant on his persistence over the last 2 years. Members all agreed this success was largely due to Grant's keeping this issue in the HCCG's eye. CSMC will put on information the screens and Guy said he hoped that HCCG will also add information. It was agreed that this was in HCCG's interest to do so. Janet (Mann) said she'd seen them at her previous Dronfield surgery and they were not only information giving but also educational. Karen asked members to put on the agenda for the next meeting what they would like to see on the screens. She said the surgery know what they will input e.g. draw patients' attention to NHS Choices but it was important to have PPG input also. (See Appendix 2)

Patients Out of Area Anne asked Karen to explain whether we accept out of area patients. She said although the regulations remain in place that a practice can take out of area patients, in reality NHS England have stated that a practice should only register out of area patients after they have sought and obtained assurances from area teams that arrangements for urgent GP services including home visits are in place for individual patients at their place of residence. She said, practices have therefore been strongly advised that they should not currently register any patients under the new regulation.

Medicine Wastage Grant said this is a concern. He said he'd outlined to the meeting his problem when picking up drugs at a pharmacy. Realising he didn't need certain items he told the shop assistant there and then. He said they refused to take them back. The meeting was astounded. Members all agreed something should be done. Grant said Renishaw Surgery prints the cost of medicines on the back of prescriptions. Karen said for the first time there was going to be a meeting between the 3 Bolsover Surgeries Practice' Managers, doctors and the pharmacies as there are issues that need to be discussed and addressed. She said she would report back at the next meeting. The meeting unanimously agreed this topic will be on the next meeting's agenda. Janet said at Dronfield they had discovered Nursing Homes were some of the worst offenders due to their not wanting to run out. Pharmacies correctly say returned drugs cannot be guaranteed to be in the same state as when dispensed. Guy said the main concern was for those who take drugs needlessly; HCCG were producing a leaflet "Don't Just Tick The Box" and he and Grant will do a progress check and report month.



Minutes of Meeting

Hardwick East Breath Easy meeting 9th March at Bainbridge Hall 2.30pm - 3.30pm. This is a support group for patients, family and friends or those caring for people with breathing difficulties. Speakers are

Sally Davis a respiratory consultant, Marion Gibson, a nurse practitioner and an author called Boggy Marsh. Karen said everyone who has a lung condition has been contacted and 90 letters have been sent to patients who having experienced or are experiencing breathing difficulties suggesting they might like to attend.

Proposed Development on the Old Coalite Site includes 860 houses, a primary school. It is anticipated that it will be up and running in 5 years. This may impact on patient numbers for CSMC.

HCCG Lay Reps are paid £90 for attending meetings. Despite questioning HCCG management about this no answers have been forthcoming.

Karen's Surgery Update

Patient Numbers are now 3100: everyone expressed their pleasure at this news

Greater Impact than Expected

Dr Radcliffe is now doing a Maternity Clinic in Hasland and this has unexpectedly created pressure on Monday appointments which Karen is monitoring closely. There are appointments kept for emergencies and after a doctor has spoken to a patient and assessed they should come to the surgery these are used. Karen said in the summer when CSMC is less busy we are likely to be over capacity. She also spoke of nurses' appointments in this context and these are also being closely monitored.

Huddle is a daily meeting with all members of staff when current issues are discussed e.g. how many duty calls are required by doctors Nurses appointments are now being considered and Judy is monitoring quality issues. Colleagues have a way of discussing how stressed they are and this can then be quickly addressed. They use the mountain as a symbol to indicate their stress in a nonthreatening way.

Confidentiality When Signing into the Surgery A long discussion ensued. It is hoped that DCHS will consider helping with safety glass to improve privacy and allow visibility. This will be on the agenda for next meeting.

Surgery Based Wheelchair

GP Survey Results Karen said she was pleased with the results and generally CSMC ar above the national average (See Appendix 3)

Complaints Procedure the process is there although we don't have many complaints.

DCHS – Lisa said once this is announced she'd be willing to come again when needed although she is very busy at present.

Appointment Survey On line people think not every appointment should be available

Comment [Gu2]: Dr Ratcliffe

Comment [Gu3]: Surgery based wheel chair- DCHS are looking into this for us. We would require manual handling training before using .

Comment [Gu4]: Online survey Results re: online appointments: Reception survey 63% useful to book online
61% useful to book "on the day "appts from 8.15am
62% wanted a mixture of appts available to book by telephone and online.
Online Survey:100% useful to book "on the day "appts from 8.15am
89% useful to book on the day appts from 8.15
48% wanted a mixture of telephone and online booking. 51% wanted all GP bookings on line



Minutes of Meeting

Meeting Closed at 8.50 pm **Next Meeting** 14th March at 6.30pm at 37 High Street.