



Minutes of Meeting

Monday, 9th July, 2012 at 6.30 pm

Member Present

Grant Stothard (Chairman),	Anne McShee	John Harshaw
Guy Freeland	Debbie Ford	Anne Aston (Secretary)
Jean Railton	Mary Kay	Hazel Mellard
Mandy Wareham	Judy Deenan (P Nurse)	Anne Aston (Sec)

Apologies for Absence

Jackie King-Owen, Karen Bestwick, Dr Kar and Colette Buxton

1.0 Minutes of the Last Minutes - were accepted

2.0 Matters Arising

- 2.1 HCCG Meeting at the Shoulder.** Grant said there were 8 of us there and we were the largest group. He thanked everyone to going.
- 2.2 High Back Chairs** Karen sent her apologies on the chairs still not being in place. She thanked people for their patience and Judy Deenan (Practice Nurse) said Karen promised they will be in place by the next meeting. Grant said he'd managed to find washable chairs which fitted the remit and he would pass this information on to Karen.
- 2.3 Parking for Disabled People outside CSMC:** Grant (Chair - Stothard) said he is still working on this but there is nothing further to report at present
- 2.4 Bell in Reception** Grant said there had been another complaint about the middle door being closed when there is no-one on Reception. He said a patient had to wait for what seemed like an inordinate amount of time for someone to come through. Judy said that sometimes the door was closed because confidential telephone calls were being made to patients e.g. with results of tests etc. Members understood this. It was agreed that a bell should be at reception and Grant will chase this one up.
- 2.5 Hand-Washing Dispenser on the Reception Counter** is now there but members agreed that a notice should be displayed encouraging patients to wash their hands. It was suggested that the ideal place for this message would be on the electronic message board.
- 2.6 Appointment Cards** – the present cards have now been cancelled although this will take 24 months to take effect. New Appointment Cards are still being sourced.
- 3.0 Surgery Up-Date** – Judy Deenan Practice Nurse informed the group;



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- 3.1 New Computer System** – is now up and running and staff are much more comfortable with it.
- 3.2. Prescriptions** – To assist patients, CSMC staff are spending time at Rowland's Pharmacy in an attempt to understand the logistics associated with completing prescriptions. It is anticipated that pharmacy staff will spend time in CSMC to further understand the procedure used to get prescriptions to them. In this way it is hoped to improve the prescription service to patients.
- 3.3 Doctors** – Dr Carberry is leaving on 31st July. Members said he will be missed and Judy said he will be back to spend a year at CSMC later in the year. Dr Karma is working on Tuesdays and Wednesday. This will mean that from the 20th August late night will be a Thursday. Dr Kar is the CCG lead for improving the neurological health of the community and will be developing outreach services at Chesterfield Hospital.
- 3.4. Stewardship Visit** – The Castle Street stewardship visit will take place in September. although no date is yet confirmed for the visit. PPG members will be informed once the dates are known.
- 3.5 Staff Lateness** – staff have been informed about this and there has been some improvement.
- 3.6 Flu Jabs** - Judy said she will start giving flu jabs on Tuesday and Thursday mornings from 1st October in the small surgery. She asked members to inform as many patients as possible and for the information to be included in the Newsletter.

Judy stressed eligibility included patients who are 65 years on or before 31st March 2013 and those who are identified as being "at risk".

She said last year she had ordered 738 doses and this year she would be ordering 750 doses. She said last year only 3 patients who had booked did not show and asked patients not wanting flu jabs to inform her at the surgery.

Last year targets were hit and there was the lowest number of patients reported with flu like symptoms since records began. In answer to a question she said the flu vaccine will include a swine flu preventative.

- 3.7 Tests Results** – Through Judy (Deenan) Karen (Bestwick) asked members to remind patients that the ideal time to phone for test results is after 3pm.



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4.0 HCCG

4.1 Meeting at The Shoulder – Grant (Chair), (Guy Freeland), Mary (Kay), Jean (Railton) John (Harshaw), Jackie (King-Owen) Anne (McShee), Anne (Aston), attended.

David Briggs (Blue Dyke Surgery PPG Chair) gave a presentation about his PPG. Some interesting comments were.

- PPG have set up a hotline managed by members – they think it is worthwhile and have had a few calls. A mobile phone (funded by PPG) is provided and passed between hotline members on call. Asked how the hotline mobile is financed and gets publicity he replied he was unsure.
- Fund raising takes place Clay Cross market
- Patients' survey – PPG members sat in the Waiting Room and helped patients fill in the Patients' Survey. One of the answers highlighted patients' dissatisfaction with the appointment system and so this was changed.
- Helped by the PPG, his surgery had built an extension.
- Disabled parking provision is now provided on the premises.
- CCTV cameras had been installed for late night appointments
- Mobile phone Charity donations Regular Newsletter Welcome observers from PPGs
- The PPG accepts charity donations.
- The PPG has a regular Newsletter.
- Members from other PPGs are welcome to their meetings

4.2 Lay member – Grant explained that he and John were interviewed and they were phoned with different reasons given for their unsuitability which in short meant neither had been appointed. Members said this was very disappointing news as this process has been continuing since late January and an appointment was promised for 31st March.

Grant said, as a past candidate, he was uncomfortable being present if this topic was going to be discussed. It was agreed that members wanted to talk further on the subject and accordingly Grant left the meeting.

Members were particularly unhappy with the length of time being taken to appoint the Lay Member and Jean (Railton) reported that she had asked about this at the HCCG meeting at The Shoulder and registered her disapproval. She did not think she had received a satisfactory answer. Members' discussion was wide ranging and amongst other points made, they said it appeared that goal posts had been moved; time and funds had been wasted and double messages were being given.

It was understood it was not until just prior to the last interview that a job description was given: days had been increased from 2 to 3 and, with other members listening Jean



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(Railton) had been informed that not only did the post need someone who knew the community well but it should also be someone with a financial background.

Members agreed a letter expressing their disapproval of the lengthy process should be written and sent to the HCCG. They said unanimously they wanted the letter to reflect their discussion and that it should stress their concern was over the process rather than the decision not to appoint. It was decided Guy (Freeland) should draught a letter and Anne Aston as Secretary should sign and send it. John (Harshaw) said that he would mention this topic to the Health and Wellbeing Vice Chair who he thought was involved with HCCG. Finally It was agreed a copy of the letter should be sent respectively to PPG secretaries of all the practices in the group.

At the conclusion of the meeting Grant (The Chair) was asked to return. He said he wanted to continue to disassociate himself from any discussion surrounding this topic.

5.0 N.A.P.P. National Association for Patient Participation – The Chair said that he had heard about this national association for PPGs when he was on a steward's visit. A brochure as passed around and it was agreed that membership and the funding for it should be explored.

6.0 Fundraising – it was agreed that members should consider this and also ask Karen (Bestwick) about seed money for fundraising.

7.0 Registering as a Charity – members did not know whether this is necessary and Grant (Stothard) will try to find out and report back to the next meeting.

8.0 Broadcasting Important Information to Patients –

8.1 PPG Noticeboard – it was agreed that this should be requested and that it should be in the Waiting Room for all to see. This could inform patients and for example let patients know about the drive for disabled parking outside of the surgery.

8.2. Look Magazine – advertising e.g. flu jabs. This was thought to be a good idea.

9.0 Community Voluntary Partners - Anne (McShee) introduced the work of this organisation to the group and talked about the possibility of the PPG becoming a member. This will be discussed further at the next meeting.

10.0 Derbyshire Link Bulletin - Anne (McShee) circulated this bulletin and discussion surrounded the importance of letting organisation know about the work being doing by the PPG.



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- 11.0 Name Badges for Staff Members.** Members said they thought it was important patients knew who was who. It agreed that badges should be work. Some discussion took place about whether staff should have photos on their badges too. Judy (Deenan) suggested this was not an option.
- 12.0 Patient Survey** – it was agreed that this year the PPG should have some input into survey design and considered whether or not they should design the survey in its entirety or at least a substantial amount of it. It was suggested that patients should be asked about the convenience of appointment times.
- 13.0 Telehealth** – Grant (Chair) said he had written to HCCG for more information and he would bring it to the next meeting.
- 14.0 First Aid in Schools** Grant (Chair) said at one of the practices they PPG had gone to a school to talk about its work and a team of students had visited the practice. He wondered whether the CSMC PPG would think about this. In a wide ranging discussion which covered confidentiality, how sick or injured students are dealt with in school etc. it was generally agreed that schools have details about students' G.Ps and they have staff trained in first aid. Judy (Deenan) said that she only carries a limited stock of first aid equipment at any one time.
- 15.0 Freedom Community Week 11th August, 10 – 5 pm** Anne (McShee) offered the PPG half her table at this event to advertise the work it is doing. This offer was welcomed and several members (Mary, Geoff, Anne) said that they would be willing to staff the table for a short time during the day. It was agreed that this venue may be an excellent place to have a disabled parking petition.
- 16.0 Food co-op; Ciswo Freedom Project – Domestic Outreach and SAFFA (SAFFA assists ex forces personnel from Army, Air Force, Navy)** in these straightened times it was agreed that health is affected by poverty and need and therefore the PPG can play a role in directing patients/people in need to them.
- 17.0 Wheel Chair** - John Harshaw said if anyone is in need of a free wheel chair Mr John King (Telephone Number 01246 827839) has one he's willing to give.
- 18.0 Meeting closed** at 8.20
- 19.0 Next Meeting** 6.30pm, Monday, 13th August.