



Minutes of Meeting

Monday, 16^h April, 2012 at 6.30 pm

Member Present

Grant Stothard (Chairman),	Anne Mc Shee	John Harshaw
Colette Buxton	Guy Freeland	Anne Aston (Secretary)
Jean Railton	Mary Freeland	Karen Bestwick Practice Manager
Mandy Wareham	Mary Kay	

Apologies for Absence

John & Cheryl Mair, Geoff Henry, Debra Ford, Dr Kar, Jackie King-Owen

1.0 Minutes of the previous Patients' Participation Group Meeting held on Monday, 12th March, 2012 were amended to reflect John Harshaw's presence at the meeting after which they were received and approved.

2.0 Matters Arising

2.1 Surgery Renovation

Before embarking on surgery renovation it was decided to wait for the outcome of a visit by the **Care Quality Commission (CQC)**. Karen outlined NHS changes and explained that, due to NHS changes which include terminating PCTs in favour of more local Clinical Commissioning Groups, some PCT functions will be passed to the Care Quality Commission (CQC). She said CSMC is now registered with the CQC and that the:

2.1.1 CQC will check all GP surgeries to ensure standards are being met. This will include assessing whether a Practice is:

- Treating people with respect and involving them in their care
- Provision of care, treatment and support that meets people's needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

The CQC makes recommendations particularly in respect of the Equality Act, and Human Rights Act as well as the above. Findings are published in hard

Minutes Agreed
Karen Bestwick – Castle Street Practice Manager Date.....
Mr Grant Stothard – Chair of Patients Participation Group.....



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copy and on-line at the end of visits. The Meeting agreed it should await the findings of the CQC before embarking on surgery renovation. However, it would continue to look at disabled and mother and baby access.

2.2 High-backed Chairs in the Waiting Area – several members said patients have spoken to them about the lack of high-backed chairs with arms in the waiting area. Karen said, despite the limited space, by the next meeting she hoped there would be at least one more high-backed chair. It was agreed abled-bodied patients who can sit on the lower chairs should be encouraged to do so. Furthermore, if do sit on one of the high-back chairs, it would be good if as soon as they realised that an older person or disabled person needed the chair, they should move.

2.3 Parking for Disabled People outside CSMC – The Chairman pointed out that once the council painted the road and put up signs etc denoting the disabled parking space outside the CSMC it was unlikely that they would want to return to do this for another space in the near future. The meeting agreed the Chairman should continue to press for another parking space despite the likelihood of one space being ratified by the Derbyshire County Council. The Chairman will speak to Jackie King-Owen who had assisted him previously. Colette (Buxton) asked what percentage of disabled patients were in the practice. Karen said she would try to find out.

2.4 The Appointment Cards – Guy Freeland passed around the appointment card he had designed and it was agreed they were excellent. He explained that his printer was not able to print these cards in bulk and it was agreed Anne (Aston) would try to help out on this and she would enquire at the Bolsover School as to whether they could be of help.

3.0 Surgery Up-Date - Karen Bestwick informed the group that;
New Computer Systems – on Wednesday, 9th May, the surgery will change to a new clinical computer system. This will enable the surgery to access and share information from the community services (district nurses, community matrons etc). Eventually hand held computers for the community team may assist in patient care and mean that patients will not necessarily have to come to the surgery. The CSMC team are currently undertaking 10 hours of training to be ready to use the new system. She said, while the staff are getting used to the system appointments may be slightly reduced to give doctors and staff time to input and up-date data where necessary. Therefore, she asked for



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patience during the first few weeks while all those involved get familiar with the new technology.

- 3.1 An Office Apprentice** is starting on Monday, 23rd April and part of this person's job will be to initially help with the scanning data into the new system.
- 3.2 Prescriptions On-Line** - Karen said eventually patients will be issued with a password which will not only give them access to their prescriptions on-line but will also allow e.g. the ordering of repeat prescriptions. She said that although there is at present a "Remember these details" box on the on-line prescriptions page, it is not yet operative.
- 3.3 Self Help Directory for Waiting Room** Karen (Bestwick) said that all staff members will be involved in getting this directory up and running following the new computer system's bedding in time.
- 4.0 Doctors' and Staff Update**
Dr. Karma will be returning to the surgery on May 1st
- 4.1 Dr. Carberry**, a registrar, has started at CSMC for a 4 month stint.
- 4.2 Dr. Gaffer** will be holding clinics on a Tuesday and Thursday.
- 4.3 Maggie Ratcliffe** will eventually also be back.
The meeting welcomed this news.
- 5.0 CSMC Newsletter** – Anne Aston circulated a possible Newsletter for the meeting's and Karen approval. It was well received and she said she would print 100 copies some of which would be placed in the waiting room.
- 6.0 Steering Group** Natasha Potter & Christa Belshaw want to discover how people in the area are affected in these straightened times. A group will convene on 23rd April to share information e.g. available grants to counter-act poverty. There was animated discussion surrounding this topic. Anne Mc Shee said that her office had researched the length of time people who pay bills on a monthly standing order or quarterly are kept waiting versus those who have a slot meter for the utilities. It was discovered that the time difference could be from 4 minutes for the former to 20 minutes for the latter at a cost depending on the plan of anything from 1 p – 10 p per minute. As it is frequently the elderly, disabled and the poor who use slot meters this means they will frequently pay a lot more to call utility companies. It is the hope that if a group can get together then bulk buying will be possible. There was an increasing concern expressed about the poor in the area and Anne highlighted the greater take-up of food parcels and said that shops were starting-up selling "best before" food offers from super-markets.



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- 6.1 Warm Front** Guy Freeland suggested a piece in the next Newsletter about energy grants offered under Warm Front and similar schemes offering help with a wide range of energy efficiency modifications, including loft insulation and cavity wall insulation, but also a new boiler and heating controls - or even a completely new central heating system. An assessor will visit your home to determine what is needed. Grants of up to £3,500 are available and you won't have to pay anything as long as the work doesn't cost more than the grant.
- 7.0 PPG Strategic Plan** – this will be brain stormed and discussed at the next meeting with the all members of the PPG. It was suggested that any ideas should be, where possible, sent to Anne in writing.
- 8.0 Hardwick Health Commissioning Group (HHCG) –**
The Chairman attended the 20th March Board Meeting at 2pm at North Wingfield Resource Centre. He reported that there was no movement on the appointment of lay board members. He said that the applicants will now be re-interviewed some day in the future on the same day as all other Derbyshire Commissioning Groups are interviewing for their lay board representatives. A clinician in each practice is on the HHCG Board. Dr. Kar will be the CSMC representative on the Board with Karen as an alternate. Jean Railton, Mary Kay, the Chairman and Anne Aston will attend a HHCG event on 26th April and will report on progress at next meeting.
- 9.0 CSMC Open Day** – this will be discussed at a strategy session at the next meeting.
- 10.0 AGM/Annual Review** will take place at June Meeting.
- 11.0 Walking for Health** - the HHCG & the National Trust are arranging a walk on 10th May for members of PPG's to enabled members to meet. For more information go to: www.wfh.naturalengland.org.uk or telephone 01246851787 or 01246 850430 for details.
- 12.0 Dr. Kar's name plate outside CSMC** – Guy (Freeland) suggested that Dr. Kar's name plate outside the Centre should be changed to reflect his FRCP (Edin) qualification. Karen agreed and said she would get this done.
- 13.0 Meeting Closed at 7.55 pm**
- 14.0 Date of Next Meeting** Monday, 14th May, at 6.30 pm