



## Minutes of Meeting

Monday, 19<sup>th</sup> October, 2015 at 6.30 pm

### Members Present

Grant Stothard (Chairman)  
Mandy Wareham  
Jean Railton

Debbie Ford  
Geoff Henry  
Mary Kay

John Hareshaw  
Anne Aston  
Michael Leany

### In Attendance

Karen Bestwick

### Apologies for Absence

Anne Mc Shee  
Hazel Mellard

Guy Freeland

## 1.0 Minutes of the Last Meeting - were accepted.

### Matters Arising

#### 1.1 Prescriptions

Several members said there had been difficulties over their prescriptions at both Rowlands and Day and Night Pharmacies with each respectively blaming the other and the surgery also. Karen said there is a white board behind reception displayed information re prescriptions which are “not patient ready”. Grant said he thought problems arise in the pharmacies because there appears to be constant changes in staff. Mandy said her last experience was over her collecting dangerous drugs which have to be signed for and, because of this, are kept separately from other drugs. She said the counter staff could not locate the items and this was frustrating. Anne said she had a similar experience.

Karen said she will ask Paul who, it was agreed, does such a good job and report back to the next meeting. It seemed to be not just “batch prescriptions” with which there are problems it also surrounds drugs that are not available at the respective pharmacies.

Grant drew members’ attention to the back page of the prescription and several said that they had not realised that on the back page was CSMC specific information.

#### 1.2 New PPG Whiteboard

Karen said this was due to arrive soon and would take the place of the glass cabinet in which present PPG information was displayed.

## 2.0 Surgery Report Karen

**2.1 Keep Safe Location** CSMC is now a recognised a “Keep Safe Location”. (There is sticker on front door to this effect. (The 2 Keep Safe Locations in Bolsover are CSMC and the Bolsover Library.) “Keep Safe Location” is to assist patients e.g. with learning difficulties or in situations where people need help and it means a person can use the location as a drop in centre to get information surrounding health needs – this will be rolled out nationally. With the patients’ consent they can be placed on a data base so that the person can be helped wherever they are.

**2.2 Carers’ Support Groups** meeting at Castle Street at regular intervals. This was discussed in terms of patients and carers mutually helping each other; emotionally and practically. Debbie said exchanging information over e.g. how do I get a wheel



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chair could be very helpful if the person doesn't know how to source this type of help. It is aimed that the first meeting will be at 2.0pm, Thursday, 28<sup>th</sup> January, 2016. For the first meeting it was agreed to send an invitation to the Carers' Association asking for a representative to attend the first meeting. Although the initial meeting is on a Thursday it is hoped participants will govern their own meeting times and source speakers or have no speakers depending on how they perceived the group needs once they are up and running. A notice will be put on new white board asking for patients' views e.g. "If we set up a CSMC Carers Group" etc. Anne said she would try to design such a notice.

- 2.3 Number of Patients** = Karen reported now nicely edging towards 3,100.
- 2.4. Doctors** Karen Reported:
- Dr Kar** was missed but everyone agreed that he needed his holiday in Bangladesh he works so hard. They look forward to his return.
- Dr Carberry** the group individually said how grateful they are to him and said his dedication was typically illustrated by his phoning the meeting at 8pm to speak to a member about their treatment. By August 2016 Dr Carberry will be fully qualified to train GPs.
- Dr Oakley** Mary said she was brilliant with her and others agreed. Karen said she was a great contributor to the huddles and members said they appreciated her communication style.
- Dr Kerry** - similarly patients were very complimentary about Dr Kerry and her patient, kindly demeanour which together with her professionalism they so appreciated.
- Dr M Ratcliffe** will sadly be leaving at the end of the year because our capacity does not justify our having her i.e. we have too many free appointments for patients. Members said they hoped that she would be back sometime and asked to send her their thanks and best wishes
- Dr Backhouse** will be back in April.
- 2.5 Final Year Medical Students** from Sheffield come in for 1 week to experience a GP practice
- 2.6 CQC Visit** as yet CSMC have not been contacted but they are expecting a visit at any time.
- 2.7 Next Meeting** – as it's the Christmas party meeting no date was set because Karen needs to talk to Dr Kar on his return to firm up on a date
- 2.8 Doctors at PPG meetings** – Karen said that the most likely doctor to attend will be Dr Kar. Members said that it went without saying that they would welcome this. It was agreed that PPG Minutes will be circulated to other staff. To this end Anne



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asked whether it would be appropriate for her to have the e-mail address so that the PPG Minutes could be sent to the doctors. She said she would bcc the doctors and the e-mails addresses would only be used for this reason. Karen said she would do this.

**3.0 Ghost** – At this point in the meeting Jean saw the 37 High Street resident little Victorian girl ghost Anne reassured everyone that the little who manifests herself very infrequently always seemed to be a very happy ghost.

### 4.0 Chairman's Report

Grant said he had attended 2 meetings:

1 **HCCG Network Meeting** – Jean Richards used a chart at the meeting to explain where HCCG surgeries were in respect of the other. This was based on the quarterly surveys of surgeries. Grant said he had requested a copy but as yet has not received it. He said CSMC had done extremely well and, while we were not necessarily the best, we were rated very highly in all the categories. He said following the presentation there was the usual "**Round Robin of Surgeries**" where information and constructive ideas are shared.

2 **21C Meeting Workshop 7** at Arkwright Community Centre

#### a. Hubs

The aim of the HCCG is to join all hubs to reflect integrated thinking. The meeting was confidential (members agreed to this and signed confidentiality agreements). Because of this Grant could not report back on this meeting. Karen used this opportunity to let us know that she will be attending a meeting which is going to encompass how best patients can be cared for outside of hospitals i.e. by doctors in conjunction with community services in the new geographic CCGs.

**5.0 Free Exchange of Information if the surgery is using System 1.** Karen explained that with the patients' permission and the doctors' discretion information can be passed between surgeries, however if a practice is using another computer programme then this information cannot be accessed. Debbie said this explained the situation when a relative's medical notes could not be accessed by the "Fall Service". Grant said he had used System 1 in Norwich and how reassuring it had been to know that the health practitioner was able to access medical information.

**6.0 TV Patients' Group** – Grant said there was a meeting to discuss television screens in the HCCG at the Casa Hotel 20<sup>th</sup> October which unfortunately he couldn't attend. However he has found information on line and from his son which he will send off to the Chair He had found out that there was a company, Eclipse which has an audio visual system which initially costs £600 including the software using a memory stick and a further £118 annually. Eclipse does on-line demonstration. Guy will take the information to the meeting.

**7.0 Meeting Closed** at 8.25 pm