



Minutes of Meeting

Monday, 21st September, 2015 at 6.30 pm

Members Present

Grant Stothard (Chairman)	Debbie Ford	John Hareshaw
Mandy Wareham	Geoff Henry	Anne Aston

In Attendance

Emma Round

Apologies for Absence

Jean Railton	Karen Bestwick	Guy Freeland
Michael Leany	Mary Kay	Anne Mc Shee
	Jackie King Owen	Colette Buxton

1.0 Report of the Last Meeting - were accepted.

2.0 Surgery Report delivered by Emma (Round) in Karen's absence

2.1 Number of Patients = 3065 and rising

2.2 Flu Clinic

The flu clinics will start on the 29th September and will take place at CSMC on a Tuesday and Wednesday morning 9.30 -11.30am.

2.2.1 A Reduction in Flu Publicity Material.

Emma said that this year there was a dearth of literature and advertising material. However she said she was still hoping for more. That said the message is getting to patients as e.g. the 29th Sept clinic is already full. Judy will be doing her usual home and care home visits.

2.2.2 Carers in Attendance at Flu Clinics

Emma reported that the Carers who attended the Flu Clinics last year (2014) were very successful and had reported that several patients had signed up to join Derbyshire Carers Association and many other patients and their families had expressed an interest. Because of this success it, was agreed that Derbyshire Carers Association representatives would be attending the sessions again on 6th, 20th and 21st October respectively.

2.3 Patient Survey

This is valuable feedback for the surgery. CSMC did very well in a recent NHS Primary Care Survey (Grant had reported this in his article in the Derbyshire Times).

Questions	CSMC %	National Average %
Positive Patient Experience	95.25 %	85 %.
Being able to make contact by phone	81.00 %	75 %
Ability to make an appointment	90.00 %	75 %



Minutes of Meeting

One reason given with regard to patient satisfaction is that CSMC has a team of vibrant young doctors who have been trained in house by Dr Kar. Because they have trained at CSMC, patients get to know them and welcome them back when the training is complete.

2.4 **CSMC and the CQC, (Care Quality Commission)**

CQC will possibly be visiting the early in October. Karen has asked Grant to be available on one of their visits to explain how the PPG works with the practice.

The main question for patients is “What do you want to improve, or see improved, at the CSMC?” PPG members were encouraged to fill in the forms.

2.6 **Patients Contact Details Update**

In this electronic age contact details frequently change so when patients check in for an appointment they will be asked to fill in a slip. PPG members were encouraged to do this and Anne said she would also appreciate if members would let her know if there are any changes.

2.7 **GP Salaries and Partners Salaries are to be published - there was discussion and comment on this topic: generally PPG members thought this was unnecessary and had more to do with large practices.**

2.8 **Price Waterhouse Coopers Time Saving and Efficiency Training** CSMC were part of a pilot study “PwC's 2015 Health and Well-being Touchstone Survey” and this survey’s data contains detailed benefits information provided by over 1,150 participating companies in 36 different industries across the nation. The PWC’s stated that its ultimate aim is to assist in:

- Improving employee health and employee engagement
- Increase benefit plan and vendor value and performance
- Efficiency and improvement
- Understand and manage financial and compliance risks
- Create cash saving opportunities and better manage the costs associated with these programs over time

Emma reported that this training and coaching had a positive effect and some of the lessons and their applications were being continued.

For example, Huddles 11.30 – 11.45 where personnel shared their day’s positives and negatives: this might involve e.g. prescriptions; letters to and from hospitals and the successful introduction of the white board which is updated on a daily basis. Grant said he had been at CSMC for one session and he thought it was very good and further assisted in good communication between staff.



Minutes of Meeting

3.0 **Prescriptions** There have been a number of complaints by patients in respect of Rowlands, Day and Night and Debbie included Tesco in this. Grant said how impressed he was with Paul's immediate response to a patient's prescription enquiry. However, he related several stories which he said were not particular to his experiences alone. There was a lot of animated discussion between members on this topic and it was decided to put this on the agenda for the next meeting. Topics surrounded:

- Missing items from batch prescriptions.
- Not having the drugs in stock
- Not being able to split items on prescription

There was considerable discussion and dissatisfaction expressed by members. As an aside Grant said he was astonished at the number of syringes he saw in a bucket at the Day & Night Pharmacy which would indicate that there are a number of addicts in Bolsover.

4.0 **21 C Meeting** – Grant apologised for having to miss a couple of meetings. He said that the HCCG will now be split into 5 geographical regions averaging 60,000 patients e.g. our group will include:

- Family Friendly,
- Welbeck,
- Shires and
- Creswell.

Grant went on to say that when he went to the first meeting he felt extremely unwelcome and was treated in a condescending and patronising manner by the professionals around the table. He spoke to Andy Gregory about this explaining that as a PPG representative he thought his comment should be welcome and listen to. Andy Gregory apologised profusely and agreed Grant's views should be aired and treated with respect. Grant said he was pleased to report that attitudes had changed since his complaint.

5.0 **Network Meeting** Grant said Jean Richards is devising a chart which will show where HCCG practices are in relation to each other. He also said that less and less people were attending the meetings and he felt that this was because the agendas are "thin".

7.0 **A Date Change for December meeting.** There will probably be a change of date for the December meeting due to the 3rd Monday being so close to Christmas. Members expressed a desire for Grant to be at the meeting. He is away 17th - 29th December. This will be on the next meeting's Agenda.

8.0 **Next Meeting:** 6.30pm, Monday, 19th October at 37 High Street

9.0 **Meeting Closed** at 8.25 pm