



Minutes of Meeting

Monday, 20th February, 2012 at 6 pm

Member Present

Grant Stothard (Chairman), Anne Mc Shee, Mary Kay, Mandy Wareham, Debra Ford, John Harshaw, Hazel Mellard, Geoff Henry, Guy Freeland, Mary Freeland, Jean Railton, Jackie King-Owen, Colette Buxton, Anne Aston (Secretary), , Karen Bestwick, Practice Manager, Dr. D Kar (GP)

Apologies for Absence

Debra Ford
John & Cheryl Mair

1.0 Welcome

1.1 Congratulations to Dr Kar

On behalf of the PPG the Chairman congratulated Dr. Kar on his being awarded a Physician Fellowship by the Royal College of Physicians (Edinburgh). Dr. Kar is the **ONLY** G.P. with this prestigious qualification in Derbyshire.

2.0 Minutes of the previous Patients' Participation Group Meeting held on Monday, 9th January, 2012 were received and noted.

2.1 Matters Arising

2.2 Up-Date on Parking for the Disabled – no further developments to report.

Television In The Waiting Area – the Chairman had done a considerable amount of research on this. He reported that the television could be multi-functional in that through a split screen, it could:

- Supply health information;
- Simultaneously show e.g. Children's programmes or the News and
- Have an information strip running continuously at the bottom of the screen.

These functions are managed by staff through a re-writable DVD disc.

He stated that 20 surgeries in Rotherham had recently purchased the systems at an individual television cost which would not be applicable to CSMC as the waiting area would only require a small screen.



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Although most of those present did not rule out this as a possibility at a later date, the general feeling was that this was not a priority. Furthermore there were others at the meeting who questioned not only the expense but the desirability saying that the waiting area should be kept as calm as possible without additional noise.

2.3. Surgery Renovation

2.3.1 Working Group re Possible Waiting Area Renovation

Working Group – Chairman

Guy Freeland

Mike Aston

Karen Beswick

The Working Group considered possible improvement options. In response to patients' requests of more privacy at the desk for access to be upgraded it was agreed:

- a recessed sound proofed alcove in the waiting area would provide greater privacy for patient/receptionist contact and
- plans should be drawn up to help in estimating cost

In respect of the proposal to enlarge the waiting area by knocking a down the adjacent wall into the 2nd GP Room it was felt that all doctor rooms were required. There were discussions around the use of the minor surgery room as a GP room however Dr Kar said despite the withdrawal of funding for minor surgery, it is possible that future funding maybe available and as reinstatement of this room would be very expensive he would like this decision to be deferred.

2.4 Surgery Up-Date - Karen Bestwick informed the group that;

2.4.1. Funding is being cut to surgeries and this means it is important to not only keep our patients but to increase their numbers. She said that for a while the number of patients had decreased but now that has been stemmed. Discussion surrounded the length of time it takes for the community to recognise CSMC's excellence whether clinical or administrative. It was agreed that these were becoming more recognised in the community. Members added that people were hearing how much patients' value whenever possible:

- Getting an appointment the same day they phone;
- Being able to see the doctor of choice;



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- Building a relationship with their doctor;
- The politeness and willingness of staff.

2.4.2. Summary Care Record – Karen explained, the Summary Care Record is a national IT Programme to allow access to some patient details to be available to healthcare professionals across the UK. This should allow GPs, Out of Hours doctors and Hospital doctors (including A&E) to access important information about the patient with them.

The vast majority of patients are surprised that data is not already shared and P.P.G's groups are strongly backing this information sharing. While there appears to be huge potential advantages to patients with better information sharing about e.g. allergies and prescribed drugs between clinicians there remains a number of patients and doctors with significant concerns about data security and accuracy and a doubt as to whether the government can be trusted with this information. As a result there have been two major reviews since the introduction of the SCR to improve trust, confidence and governance. More information is available on the Connecting for Health website. <http://www.connectingforhealth.nhs.uk/>

2.4.3 Staff Security – a long discussion surrounded this issue with various views being expressed surrounding:

- Video surveillance systems
- Panic buttons
- Panic strips

While there was unanimous agreement that staff safety was an imperative, the method of safeguarding was not so unanimous and discussion ranged through:

- Staff training on calming
- Using calming music
- Seating arrangements in the consultation rooms
- Concerns about confidentiality

No conclusion was agreed and other surgeries will be asked about their safeguarding measures.

2.5 Hardwick Health Commissioning Group (HHCG) – The Chairman said there are 16 practices in the group. Earlier in the month with lay and professional representatives from



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all the groups he attended a HHCG meeting held at the Casa Hotel in Chesterfield. He said how proud he was to be asked to receive the effective commissioning “Best Practice Cup” awarded to Castle Street Medical Centre by HHCG.

The PPG expressed its pleasure at receiving this award and asked whether this good news could be broadcast to the community.

2.5.1. Publicising CSMG: The Best Practice Cup and Dr Kar’s Fellowship

It was agreed that Jackie Owen King would write a brief review for the Derbyshire Times citing this event and Dr Kar’s being elected a Fellow.

2.5.2 **Appointment Cards** – it was agreed this is an excellent idea and Anne said she would see if she could design something. Guy offered to print them.

2.5.3 **Hardwick Health – Meeting** at Chesterfield FC 15th February 2012 – all PPG members are welcome at these events.

3.0 **Chairman’s 6 Month Update** – Grant said he felt the PPG had achieved a lot in the 6 months (See Addendum) and he looked forward to our doing more in the next 6 months when there would be the Annual Review.

4.0 **The Right Care programme** Karen explained that the Rightcare is a system that allows the GP and Community team to put in place a care plan for patients for out of hours care. This particularly applies to patients nearing end of life and patients with complex conditions. Patients have a copy of there rightcare plan and have a special number to ring when contacting out of hours

Right Care can also provides key rings with the direct number.

Karen also informed the group to the changes relating to DNR CPR (Do not resuscitate). This information will no longer be held by the ambulance service . Once the form has been completed the DNR form will remain in the patients home. Discussions took place about the prominence of the form. Jean Railton showed the meeting her medicine in a bottle container and it was felt this was a good idea.

discussed below

4.1 Concern re NHS Changes



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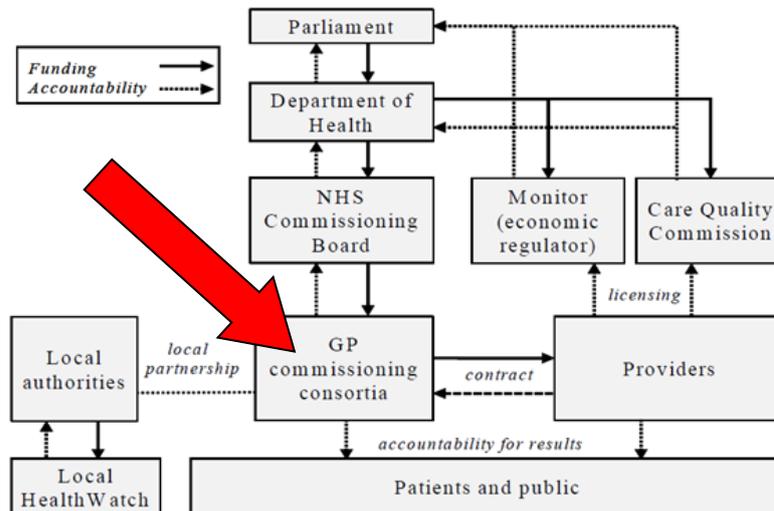
A very lively discussion ensued with community health professionals voicing their reservations particularly in respect of likely NHS changes and their effect. Topics discussed were:

- Inconvenience to patients and their relatives if patients are referred to more outlying hospitals e.g. Kingsmill, Bassetlaw
- Travelling time and its availability by public transport.
- Funding for the changes
- People not understanding what the changes will mean to them

5.0 How Does HHCG Operate

They asked that these reservations are passed on to HHCG.

Members asked for how HHCG will operate and how it fitted into the bigger picture. See diagram below



6.0 Lions Message in a Bottle a group member asked with this initiative was still current. and It was confirmed that it is.

How Does it Work?

The Lions, Message In a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the fridge.



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The bottle is kept in the fridge, where the emergency services will be able to find it in the event of being called to a home. They know there is a bottle by the two labels displayed:

1. On the inside of the front door or on the main entrance to the home and
2. On the door of your fridge.

This scheme is free to the user. Whilst it is focused on the more vulnerable people in the community, anyone can fall downstairs, so this scheme can benefit anyone.

At a minimum it will save the Emergency Services valuable time in identifying the patient and finding emergency contacts. It means the Emergency Services personnel can quickly discover whether the person e.g. is taking special medication, has allergies, it is a potential lifesaver and provides peace of mind to users and their friends and families.

Bottles are free of charge and surgery staff will either supply them or the local Chemist.

7.0 Fundraising - the Chairman explained that Sutton Seeds were offering to donate 20% of the price of any seeds bought from them. Some reservations were expressed over the PPG fundraising.

8.0 PPG Raising Awareness

It was agreed that the PPG had a role whenever possible in raising awareness of e.g. breast cancer screening.

Other services are:

- Debt & Benefit Advice
- Tenancy Support
-

8.1 Diabetes UK's Roadshow will visit Bolsover providing important information about how leading a healthy lifestyle can help reduce the risk of developing type 2 diabetes. It will be in Bolsover on 21st & 22nd May, 2012. CSMC will circulate patients with this information.

9.0 Meeting Closed at 8.07 pm

10.0 Date of Next Meeting Monday, 12th March, 6 pm and will now meet every second Monday of the month.



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Addendum 1

The items on the 6 month review are;

1st Meeting 16 May 2011, we set out our objectives which were to support the practice during the anticipated changes to the NHS.

2nd Meeting 13 June 2011, we identified the priorities we thought would make visiting the Surgery more beneficial to patients.

- Automatic Doors at the entrance.
- Privacy in the Reception Area.
- A Visual aid system in the Waiting Room.
- Access for Disabled and mothers with Pushchairs.
- More High Backed chairs in the Waiting Room.
- Parking for the Disabled on Castle St.

3rd. Meeting 11th July 2011, Karen discussed the introduction of a Local Survey.

- The Surgery Newsletter to include the PPG.
- Dr. Kar to look into funding for alterations to reception area.
- We identified a need for drinking water to be available.

4th Meeting 12 sept. 2011,

- Karen Dukes:- Advanced Nurse Practitioner appointed.
- PPG minutes to be included on website
- We adopted terms of reference for PPG.
- New Notice Boards required.

5th Meeting 10 oct. 2011.

- A petition was started for Parking for Disabled.
- Electronic ordering of prescriptions was discussed,

6th, Meeting 14 nov, 2011.

- The " Welcome to new Patients" letter was formulated.
- PPG brochures idea was started.
- We discussed an OPEN DAY for either May or June 2012.

7th Meeting 6dec 2011.

- The new signs were in place.
- A Patients Resource File was discussed.

8th Meeting 9th jan 2012,

- Two Care Homes were identified; Thomas College and Ravensworth for the practice to possibly be responsible for their medical care.
- A working party was set up to look into the changes to the Surgery.

Minutes Agreed

Date.....

Karen Bestwick – Castle Street Practice Manager

Mr Grant Stothard – Chair of Patients Participation Group.....