

# Castle Street Patients Participation Group

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## Minutes of Meeting held - Monday, 10<sup>th</sup> October, 2011

### Member Present

Grant Stothard (Chairman) Guy Freeland, Mary Freeland, Geoffrey Henry, Mandy Wareham, Mary Kay, Jean Railton, Colette Buxton, Debra Ford, Hazel Mellard. Jackie King-Owen, Anne Aston (Secretary)

Dr. D Kar (GP), Karen Bestwick, Practice Manager

### Apologies for Absence

John & Cheryl Mair  
Joanne Spacie

### Minutes of the previous Patients' Participation Meeting held on 12th September, 2011

The minutes were received and noted.

### Matters Arising

#### 1. Parking for the Disabled

The Derbyshire County Council have refused the PPG's request for two parking spaces for Blue Badge holders on the street outside the CSMC (Castle Street Medical Centre) and said that one of the four parking bays inside the property should be used. Grant explained to Councillor Dixon that the four spaces on the property were used by Dr. Kar who had to be ready to immediately respond to a patient calling in an emergency and for visiting health professionals e.g. doctors, district nurses, occupational therapists etc.

Grant asked if anyone knew of a pressure group for the disabled. Jackie suggested:

- Approaching an umbrella group for voluntary organisations.
- Asking the above group for a Disability Audit. She agreed to looking into both these items

She also suggested that a "Parking Space Petition should be available at the Registration Desk for patients to sign saying that such petitions which ordinary people sign carry weight with Councils – this was agreed.

English Heritage has not replied despite repeated e-mails being sent by Grant. Despite this Grant will continue to lobby them.

It was agreed that this matter was one which the PPG will continue to pursue regardless of the first refusal.

#### 2. Castle Street Medical Centre Web Site <http://www.castlestreetmedicalcentre.co.uk/>

The web site is already available and will continue to be improved. The PPG welcomed the opportunity to have a web page on the site. On this page it will:

- Post the Minutes of Meetings
- Update information in respect of topics being addressed
- Comment on current topics and

Minutes agreed

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- Inform both CSMC patients and the wider community

**2.1 E-mail Prescription Service** - the CSMC is setting this up and the PPG appreciated this initiative. It was recognised that this could be an excellent facility for those patients with e-mail access. Karen said that the aim was for the service to be extended so that by May 2012 patients will have a full electronic prescription service.

**2.2. Easier Registration for New Patients.** The PPG recognised it as key that registration for new patients should be as simple as possible. The Policy has recently been changed so that only patients who have not previously been registered with a GP need to produce ID. Dr. Kar explained that abuses by a minority of patients who registered with a number of doctors in order to obtain multiple prescriptions was not unknown and therefore the CSMC had to be vigilant to prevent this happening. For this reason he said a new patient would need to bring proof of identity to the CSMC when they register. However, he agreed that putting a registration form on line could make it easier for a potential patient because the person could either :

- download the form and fill it in by hand or
- fill the form in online and then print it off in hard copy

This would allow a potential patient to fill in the form at their leisure and save the initial trip to the CSMC to pick the form.

The group then discussed issues in respect of attracting new patients to the CSMC . It was generally agreed that the using the website for information, explanation and downloads was a good idea.

**3.0. Promoting Castle Street Medical Centre with Patients and in the Community.** It was agreed that patients should be invited to make constructive comments to this end.

**4.0. GMC Annual Appraisal and 5 year Revalidation of Doctors** Dr. Kar explained that in late 2012 the GMC will require doctors to be annually appraised and that every 5 years licensed doctors will be required to be revalidated. The purpose of revalidation is to provide greater assurance to patients and the public, employers and other healthcare professionals that licensed doctors are up to date and fit to practise.

Revalidation is a new way of regulating the medical profession and it should:

- Provide a focus for doctors' efforts to maintain and improve their practice
- Encourage the organisations in which doctors work to support their doctors to improve their practice and, where necessary, to identify and respond appropriately to emerging concerns about doctors at an early stage
- Encourage patients to provide feedback about the medical care they have received from a doctor, to be considered in their annual appraisals

Minutes agreed

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Dr. Kar shared his excellent 360<sup>®</sup> Clinical Feedback Analysis which took place on 29th September, 2011. The PPG were most impressed and, with Dr. Kar's permission, it was agreed that it should be uploaded on the web site for patients and interested people to read. This was another way for patients to assess their doctors' efficacy as in the 360<sup>®</sup> a doctor is assessed by his or her peers, colleagues and patients as well as other health professionals.

**5.0. Bolsover District Council and NHS Choices Website** It was noted that the Bolsover District Council Website which links to NHS Choices (See end of Minutes for website) has no CSMC staff information. Karen will research this.

**6.0. Castle Street Medical Centre Brochure** Karen showed the Group the pamphlet. It was agreed that the photo on the front of the brochure had little or no significance for them. Generally it was thought that the simple answer of having a photo of CSMC frontage would work. Anne offered to try to do this.

**7.0. NHS 111** will commence on Tuesday, 25th October, 2011. This service is taking the place of NHS Direct. A patient ringing the CSMC "Out of Hours" telephone number will be diverted to NHS 111. The Derbyshire Health United will continue to manage this service. CSMC and the PPG will welcome any feedback about this new service.

**8.0. Improving the Reception Area.** At a previous meeting feedback had been received about the Reception Area and some concerns were expressed about:

- patient confidentiality
- ease of access for wheel chairs and
- seating in the waiting room

Grant proposed changes to the configuration and these will be explored and costed. In principle the need to reform the Reception Area was agreed.

One member spoke of her shock at overhearing a member of staff being harangued and verbally abused by a patient. She spoke of her admiration of the self-control and professionalism exhibited by the staff member. It was agreed that no member of staff should be exposed to this sort of abuse. It was further agreed that staff should be protected and given privacy. However this concern should not over-ride the need for providing the friendly atmosphere associated with CSMC.

The PPG then talked about the best system of seating in the waiting room and it was agreed that if renovation to the Reception area goes ahead the waiting room seating may change. This subject will then be revisited.

**9.0. Notice Board** – Grant showed the PPG a booklet he had been sent which explained public notice boards. Bolsover District Council stated that a notice board 1.2 sq. metres is

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permissible in the grounds at the front of the CSMC building. It was agreed that the notice board needed a strong message and should complement the CSMC sign which will be opposite it.

**10.0 Flu Jabs** Nurse is giving a flu jab every 2 minutes on Tuesday and Thursdays. There has been a good response. PPG members will use the occasion of their own flu jabs to tell other patients about the PPG. Karen said a room could be made available for this.

**11.0 Engaging the Wider Practice Population** Karen explained that a survey of patients was being carried out and from this there were patients who had given their contact details and permission for these to be used by PPG. It is felt that this will give the PPG access to feedback from a greater cross section of patients in respect of e.g. age and disability. The survey had highlighted the two main issues as:

- Appointment system and
- Clinical care

**12.0. Letter from Making History Group** – 3 PPG members visited the Hardwick Health Reference Group. Each had respectively received a letter thanking them for their attendance and they were asked to inform the PPG that the Hardwick Reference Group is looking for more members.

**13.0 Remap** Anne circulated a brochure and an information sheet about Remap and asked if these could be on display in the waiting area. She explained that Remap is a voluntary organisation of retired engineers who, by modifying or creating equipment to help people with disabilities, attempt to make the lives of such people easier. The engineers tailor solutions to the individual and visit people in their homes. She said frequently referrals are made by Occupational Therapists although people were at liberty to contact Remap direct. Bolsover is looked after by the Derbyshire Panel – Chairman Maurice Elliot Tel. 01332 552788. A lot of interest was expressed and this was thought to be a good idea.

**14.0 Next Meeting** - the PPG will meet again at 6.30 pm, Monday, 14<sup>th</sup> November, 2011

**15.0 The Meeting Closed at 7.58 pm**

## **Bolsover District Council and NHS Choices Website**

<http://www.nhs.uk/Scorecard/Pages/Results.aspx?OrgType=1&Coords=3692%2c4451&TreatmentID=0&PageNumber=1&PageSize=0&TabId=0&SortType=1&LookupType=1&LocationType=1&SearchTerm=s44&DistanceFrom=5&SortByMetric=0&TrustCode=&TrustName=&DisambiguatedSearchTerm=&LookupTypeWasSwitched=False&MatchedOrganisationPostcode=&MatchedOrganisationCoords=&ServiceIDs=&ScorecardTypeCode=&NoneEnglishCountry=&HasMultipleNames=False&OriginalLookupType=1&ServiceLaunchFrom=&Filters=&TopLevelFilters=>

Minutes agreed

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