

# GOSFORTH VALLEY MEDICAL PRACTICE

Gorsey Brigg, Dronfield Woodhouse, Dronfield, S18 8UE

Tel: 01246 419040; Fax: 01246 581888; Email: [admin.gosforthvalley@nhs.net](mailto:admin.gosforthvalley@nhs.net)

Dr Richard Bull; Dr Rebecca Belfitt; Dr Vikas Gupta

## Meeting Notes

Meeting Name:	Patient Participation Group	Date:	17/10/2013	Start time:	19:40	Finish time:	21:30
Chaired by:	Dr Richard Bull						
Staff Attendees:	Stuart Tilley	Non-attendees:	Dr Vikas Gupta Dr Rebecca Belfitt				

Item	Notes	Action by
1	<p><b>Locality Network PPG</b></p> <ul style="list-style-type: none"> <li>This is a group consisting of representatives from each of the 4 PPGs within Dronfield. They meet with members of the Dronfield Locality team (managers employed by the North Derbyshire Clinical Commissioning Group).</li> <li>They are currently working on some terms of reference for the group and for PPGs.</li> <li>If any member of the PPG would like to attend these meetings, please contact Stuart.</li> </ul>	All
2	<p><b>Locality Stakeholder Meetings</b></p> <ul style="list-style-type: none"> <li>These meetings are open to anyone living in the Dronfield locality and are not limited to PPG members.</li> <li>The next meeting is an educational event on coughs &amp; colds to be held at the Civic Hall on Wednesday 20<sup>th</sup> November 1pm to 3pm. The event is aimed at parents with young children.</li> <li>The event will be advertised in the Dronfield Eye and we would also like to receive suggestions about the most effective ways to advertise these events. Please let Stuart know of any ideas (schools, mother &amp; toddler groups, health visitors, midwives, notice boards, local businesses, other local groups).</li> <li>A planning meeting for the event will be held at Stubbley Medical Centre on Tuesday 22<sup>nd</sup> October at 2pm. Members of the PPG are invited to this meeting to meet with members of the locality team.</li> </ul>	All
3	<p><b>Dronfield Locality Plan</b></p> <ul style="list-style-type: none"> <li>The locality plan describes the priorities identified by the practices in Dronfield in conjunction with stakeholders and patient representatives for the next 1 to 3 years. These must also take account of national objectives and priorities identified by the CCG and our colleagues in public health. The programme for our locality has identified 6 main areas: <ul style="list-style-type: none"> <li>Dementia services</li> <li>Integrated working (primary care/community care/social services)</li> <li>Healthy Lifestyles</li> <li>Primary &amp; community services (closer ties with care homes &amp; community nurses)</li> <li>Carers</li> <li>Patient &amp; stakeholder involvement</li> </ul> </li> <li>If you would like more information about the Dronfield Locality Plan, please contact Stuart.</li> </ul>	All
4	<p><b>CCG Update</b></p> <ul style="list-style-type: none"> <li>The CCG is required to produce a prospectus. Copies are available from Stuart.</li> <li>Healthcare generally will have a number of significant financial challenges within the next year. Social Services (Derbyshire County Council) and the NHS (North Derbyshire CCG) will have substantial cuts in funding for 2014-15.</li> <li>There is a proposal that general practices will offer extended opening hours into the evenings and/or at the weekends. Two public events have been organised in north Derbyshire by the CCG to collect views about this and to discuss the possible impact of any changes given the financial climate. The meetings are: <ul style="list-style-type: none"> <li>Chesterfield: 25/11/13 5-7pm @ ProAct football stadium, Chesterfield FC</li> <li>Buxton: 14/11/13 2-4pm @ Octagon Lounge, Pavillion Gardens, Buxton</li> </ul> </li> </ul>	All

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5	<p><b>CQC update</b></p> <ul style="list-style-type: none"> <li>The CQC started inspecting General Practice in July 2013. Approximately 6 practices in Derbyshire have been inspected. They plan to inspect every practice within 2 years and then every practice every 2 years (although they may struggle to achieve this). Most inspections result in some sort of requirement for corrective action.</li> <li>The practice has invested a substantial amount of time in staff training, reviewing policies and ensuring systems are in place.</li> <li>The CQC want to make contact with PPG members so they understand the role of the CQC and encourage a dialogue between themselves and PPG members. I have attached their email message with these minutes.</li> <li>We are likely to be given 2 or 3 days' notice for an inspection. We will contact members of the PPG to invite them to come in on the day of the inspection to talk to the inspection team.</li> </ul>	All  All
6	<p><b>Practice Update</b></p> <ul style="list-style-type: none"> <li>All practices in the CCG have been given a small amount of money to invest in some additional resource to help relieve the pressure on general practice. It is expected that this in turn will relieve pressure on our accident &amp; emergency department. We will be using the additional funding to recruit a Health Care Assistant (HCA) for around 12.5 hours per week. The funding is non-recurrent so this cannot be a permanent arrangement.</li> <li>Ruth Rodgers, practice nurse, will continue to take extended leave until summer 2014.</li> <li>The practice now has a hearing loop. This will benefit patients with a hearing aid who currently find it difficult to hear the receptionist. We also have a mobile unit, which can be taken into a consulting room.</li> </ul>	
7	<p><b>2013-14 Patient Survey</b></p> <ul style="list-style-type: none"> <li>The new touch screen monitor was demonstrated. The unit can be loaded with any sort of survey written by the practice or CCG. This year, we agreed to run the survey on the touch screen, online using survey monkey &amp; on paper available from reception.</li> <li>We agreed to use the same survey as last year so again we can have a comparison against last year's (and the previous year's) results. The following small changes were agreed:             <ul style="list-style-type: none"> <li>Remove the questions relating to awareness of services offered as this would make the survey too long for the touch screen.</li> <li>After the "Would you recommend this practice ..." question, prompt for a "Why" if the answer is "no".</li> <li>After the "Would you consider joining our PPG" question, prompt with "Please give your details to reception" if the answer is "yes"</li> <li>Remove "Neither" from overall level of satisfaction</li> </ul> </li> <li>We discussed the option of running the survey earlier next year so we could collect responses on the flu open day. It was thought that it would be too busy to use the touch screen on that day and that the results would be skewed in favour of the over 65s. We agreed to review this again after the current survey has been completed.</li> </ul>	Stuart
8	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>The PPG was asked if they would like to meet up without practice staff representation between the 3 scheduled meetings in order to promote a greater discussion between PPG members and to enable them to bring agenda items to the scheduled meetings. The PPG were not in favour of this at the moment, but may reconsider once the terms of reference for the PPG had been established (see item 1). It was also stated that the group appears to function well when chaired by the practice representative and is more effective when compared to the old PPG (which was chaired by PPG members).</li> </ul>	

Next meeting:

Date:	11/02/2014	Time:	18:45	Venue:	Gosforth Valley Medical Practice
Agenda items:	2013-14 Patient Survey results & actions Timing of survey for 2014-15				