

WELBECK ROAD HEALTH CENTRE - PATIENT PARTICIPATION GROUP

Notes of the meeting held on Wednesday 13 January 2016

Present: J Sawyer, I Sawyer, M Bennett, D Wildgoose, E Matthews, T Mant, L Culpin, B Valentine, Dr Bentley, Dr Hickman, J Christopher and R Adams

Summary of previous meeting

Since there were no written notes of the previous meeting, Jim gave a brief summary of matters that had been discussed.

- Loughborough University had carried out a survey of telephone response/service to patients and Welbeck Road had agreed to be one of the three GP practices taking part in this. Over 1000 calls had been monitored in the survey, and some negative attitudes and responses had been noted (although not from our own surgery). The person conducting the survey has now contacted the practices to offer training to receptionists.
- The use of online surgery services had been discussed, including the possibility of online booking, but it was agreed that many older patients were not comfortable with the use of computers.
- The new electronic patient call system had been installed and since the meeting, the volume had been increased and it seemed to be working well.

Guest speakers - Derbyshire Healthcare NHS Foundation Trust

Jim introduced Julia and Jane, who said that they were visiting practices throughout Derbyshire to try and raise awareness of their service and foster closer relationships with GPs for the benefit of patients.

The service covers mental health care for adults and most referrals come from GPs. Derbyshire Healthcare then carries out assessments and determines the best way to manage the care and well being of the patients. Often referrals are a consequence of a crisis event which necessitates short term help. However, patients with more long term problems can also be helped, sometimes as in-patients in the Hartington Unit at CNDRH. Each GP practice is assigned a named nurse, and work is currently being done to facilitate access to the service. As from April this year there will be a single route of referral for all adults, rather than the current system which separates adult and older adult mental health patients.

The case load has increased over recent years, but despite this, early intervention usually results in good outcomes.

Jim thanked Julia and Jane for an interesting and informative insight into the service offered by the Trust.

Surgery News

- A new Practice Nurse, Jane Bingham, has replaced Alice, who has managed to obtain a job closer to her home.
- Dr. Rachel Monk has been appointed as a locum to work at the surgery for three months every Wednesday and Friday morning
- Dates for future meetings now on the web site

The CCG had carried out last year's patient survey, but would not be doing one this year, and so the practice would be carrying out its own survey in order to compare results with those from 2015 (attached to this email).

Request for two more high-backed chairs

Mr. Saxton had asked if two more high-backed chairs could be provided for the waiting room. It was agreed that the possibility of funding this would be explored

Saturday morning surgeries

Dr. Nissenbaum had previously mentioned the possibility of Saturday morning surgeries replacing the late evening ones on Tuesday/Thursday, but Dr. Bentley confirmed that there were currently no plans to implement this.

Monitoring/reminder telephone system for patients with chronic diseases

The CCG has been looking at this, but there are currently too many problems with the system to make it viable.

Fund raising for Macmillan

Jim congratulated the practice on raising £250 at their recent Coffee Morning for Macmillan Cancer Care. Rosemary said that the event had been extremely well supported by both patients and staff. She also informed the meeting that a fund-raising group had been set up in Bolsover to support the appeal for a new Cancer Care Centre at Chesterfield Royal Hospital, and that she had been appointed as Treasurer of the group. The group's name is "Fundraising for Macmillan" and a Bolsover Hill race is being held in May 2016 to raise funds for the new unit. It was also suggested that there might be more regular Coffee Mornings at the surgery to raise funds for this.

There was no other business, and the meeting closed at 6.15 pm. The next meeting will take place on Wednesday 13 April at 5.30 pm