

Meeting of Patient Participation Group 9 January 2013

Present: Rosemary Adams, Steph Bond, Rebekah Melville, Liz Wilkinson, Dr Rafferty, Andrea Wallace, Suzanne Hallworth-Manley, Dr Bentley, Dr Nissenbaum, Mr and Mrs A Simpson, Mr Murcott, Lorraine Culpin, Keith Saxton, Ron Brazier, Mr and Mrs C Jones, Karen Hepworth, Mal Brar, David Wildgoose, Michael Bennett, Mr and Mrs Matthews, Steven Bramley, Mr and Mrs Sawyer, Dennis Cavell

Apologies were received from Dr. Alla, Mr. Tooth and Mrs. Valentine.

Dr. Hickman welcomed everyone to the meeting and asked if anyone had anything to raise which was not covered on the agenda.

Mr. Saxton said that he had experienced problems ordering tablets online for himself and his wife, in that the system only appeared to retain his wife's details and therefore he had to enter his own again every time he used the service. It was noted that the website was currently being updated and agreed that the IT officer would investigate this.

As mentioned at the previous meeting, the possibility of improved access at Glapwell surgery was being looked at - better ramp access, widening of doors, electronic doors etc.

Mrs. Culpin drew the attention of the group to a new national screening process for Abdominal Aortic Aneurysm in men during the year they become 65. Men over this age can ask for a scan by contacting their local screening programme. This is a very reliable, non-invasive test and the results are given immediately at the end of the process. It was agreed that more awareness of the test would be beneficial and that the practice would obtain leaflets/posters for display in both surgeries. The practice has now obtained the posters and will display them.

Mrs. Culpin also raised the subject of monitoring repeat prescriptions, and in particular the removal of items which were no longer prescribed. There was some discussion around this topic and agreement that it was the prescribing doctor's responsibility to monitor. Prescriptions are regularly reviewed after 12 issues.

Dr. Bentley reported on the survey carried out in December, which had looked at the Out of Hours Service offered locally. A total of 101 people had been included in the survey.

Interpretation of Survey Results:

- Unfortunately (or perhaps a good thing) not many ideas for suggestions from patients on how urgent care can be improved.
- Overall the results are positive with only a small number being unsatisfied with the care they have been given.

Out of 101 responses taken into consideration during analysis:

50% needed some form of urgent care.

48 respondents received urgent care from the surgery and only 2 were not happy. One commented that this was due to needing to travel to Bolsover from Glapwell for the urgent appointment. The other did not say why they were not pleased.

17 respondents had been seen by the Out of Hours service. 3 of which were not happy. Unfortunately no comments were made as to why.

22 respondents had been seen by A&E, 4 were not happy with the service. One patient was told they had to wait for their out-patient appointment to have the problem sorted. One respondent felt the waiting times were too long.

27 responses helped us to better understand why people end up seeing OOH or A&E as opposed to the staff here at the surgery.

50% said it was because the surgery was closed.

15% said it was due to experiencing a life threatening emergency.

30% thought the surgery might not be able to deal with the problem.

This is also interesting because the survey also found that less than 50% of people knew that the surgery was also a 'Minor Injury Unit'.

One member of the group said that his son has on-going medical conditions which are dealt with efficiently during surgery opening hours, but once the surgery is closed he finds that because out of hours staff have no knowledge of his son's medical history, it is very difficult to obtain the right information or treatment. This means that he is often passed to A&E when perhaps that is not necessary. Dr. Hickman said that there is a system called Right Care Plan which allows GPs to register information which they consider relevant to a particular patient, thus enabling out of hours staff to have access to that information.

Dr. Nissenbaum commented that although the Summary Care system is up and running to some extent, the information it contains is very basic. However, this is an ongoing project and improvements to the system will continue.

Rosemary Adams drew attention to Network PPG which is aiming to develop local networks of PPGs and had held its initial meeting at Barlborough during December. No-one from our group had attended, but most members had not been aware of the event. The next meeting is on 15 February from 10.00-11.30 a.m. at Moss Valley Medical Practice.

Guest Speaker

Hazel, from the Alzheimer's Society, gave a very interesting and informative presentation dealing with the problems experienced by dementia sufferers and their carers, together with information about the wealth of support available to them.

The group expressed their appreciation and thanked her for her contribution to the meeting.

The next meeting of the PPG will take place at 5.30 p.m. on Wednesday 17th April.