

**PATIENT PARTICIPATION GROUP  
WELBECK ROAD HEALTH CENTRE  
Minutes of the meeting held on 18 April 2012**

**Chair:** Dr. Cook

**Present:** Dr Cook, Dr Bentley, Rosemary Adams, S Hallworth-Manley, S Bond, A Wallace, L Wilkinson, L Culpin, B Valentine, M Wood, Mr & Mrs C Jones, Mr & Mrs E Matthews, S Bramley, R Brookes, S Hawkins, Mr & Mrs Simpson, S Madin, L Lloyd, K Saxton, S Murcott, R Brazier, Mr & Mrs Sawyer, P Beresford, R Tooth, D Carvell

**Apologies:** Mr. & Mrs. Jacques, Tracy Jones, Liz Ellis, Mr. Harrison

The minutes of the previous meeting were accepted as a true record.

**Matters arising**

Rosemary Adams said that the proposed competition at Bolsover School was likely to focus on alcohol and its effects on the body.

**Website**

Dr. Spencer said that staff had been reviewing the website and looking to improve it, and would welcome feedback from the PPG as to ease of access, usefulness of information, etc. Website address is [www.welbeckroadsurgery.co.uk](http://www.welbeckroadsurgery.co.uk)

**Health Social Care Bill**

Dr. Cook gave a brief outline of the proposed changes to the NHS, stating that there had been a great deal of opposition and talk of privatisation. From a patient point of view this was not the case. For some time now GPs have had budgets for commissioning services including referral, prescriptions, primary care etc.

One of the main changes is that GPs will be accountable, whereas previously there has been no correlation between results/efficiency and pay.

Clinical commissioning groups will decide how care is prescribed, and GPs and other sections of the Health Service will be represented on these bodies. Our surgery is in the N.Derbyshire/Chesterfield group, comprising over 230,000 patients and including Dronfield, Derbyshire Dales, High Peak – the second largest group in Derbyshire. The other two groups are South Derbyshire and Erewash.

The NHS is tasked with releasing £20 billion in cuts – hopefully targeting areas such as waste, staffing of PCTs, reduction in unnecessary admissions to hospital etc. A pilot project in our area will have a single point of access which provides alternatives for frail, elderly people rather than admission to hospital – e.g. care homes, care in their own homes, cottage hospital, etc.

The main difference between a PCT and a Clinical Commissioning Group is that the latter will be more clinically led

Dr. Cook was asked to comment on a concern raised at a meeting of the Bolsover & District Older People's Forum that some practices with newly formed PPGs might be tempted to remove older, sicker patients from their lists. Dr. Cook said that the running of PPGs is now beginning to be controlled and regulated but admitted that our practice has admitted 500 new patients in 18 months partly as a result of people changing doctors, and this obviously puts more pressure on us.

**Surgery news**

There has been a comment on the website from a patient who recently left the practice, criticising the appointments system at the surgery\*. It was admitted that over the last two months the appointments system had not been working efficiently – partly as a result of the growing number of patients but also because of staff sickness etc. An additional Nurse has been appointed to do similar work to Suzanne and it is hoped that this will help to improve matters. Work is also being done to make sure that the right people are assigned to the right job – follow-ups etc.

\*Patients were encouraged to look at the NHS Choices website where anyone is free to make a comment (either good or bad) about the practice.

The number of people not attending their booked appointments has decreased slightly and the text reminder scheme appears to be working well.

Dr. Spencer will be working only two days each week from October, and Dr. Hickman and Dr. Alla will become Partners.

### **Any other business**

Mrs. Matthews said that she and her husband had attended the meeting at Arkwright and that Pam Perdue had spoken about summary care records. Letters relating to this were to go out in March and it was anticipated that it would go live in the summer.

The idea of keeping a "message in a bottle" in the fridge containing copies of prescriptions, notes of any allergies etc. and with a green cross on the fridge door was mentioned. Rosemary said that if the surgery could assist with this it would be happy to do so (there is now a supply of these "bottles" at both surgeries).

It was agreed that it would be helpful to try and co-ordinate repeat prescriptions so that all items were ordered at the same time, thus avoiding waste by "stockpiling".

### **Date of next meeting**

18th July at 6.30 p.m.