

Notes of the PPG meeting on Wednesday 15 January 2014

Present: M Huntington, E Coupe, S Hill, Mr & Mrs Jones, M Brar, Dr Fermer, Mr Tooth, Mr Bennett, Mr Wildgoose, Dr Alla, R Adams, Mr Saxton, Mr Brazier, L Kayne, D Bain, L Culpin, B Valentine, Dr Nissenbaum, Dr Bentley, Dr Hickman, Mr & Mrs Decourcy, R Hatton

Apologies: Mr & Mrs Simpson, Mr & Mrs Sawyer, R Brookes

Chair: Dr. Bentley

Matters arising:

The suggestion box had been installed and some comments/suggestions had been posted:

“more disabled bays or mother and child bays”

The owners of the building will review this in the new financial year (April 2014)

“ the receptionist who dealt with me on the phone this morning was excellent in every way”

This comment was passed on to all staff

Care Quality Commission visit

The practice had received two days notice of an inspection visit from the CQC and this had taken place on Tuesday 17th of December. The inspectors had observed how people were being cared for, talked with people who use the service and talked with carers/family members. They talked with staff and 22 patients, and to Mrs. Culpin representing the PPG. In the report it states that one patient told the inspectors “All staff are equally magnificent!” The patients interviewed included not just those attending the surgery on the day of the inspection, but also some who were contacted by telephone. The findings were very positive and it had been accepted that the only problem area seemed to be the appointments system, which the inspectors noted was under review.

The report will very shortly be published on the CQC website. Thanks were expressed to everyone involved for their support.

Staff changes

Jan Wood - Dispensary Supervisor retires on 28.02.14 and Andrea Hodkin will step up to Jan's role.

The post of part time dispensary receptionist has been advertised.

Kerry Mellor (Practice Nurse) has left.

Dawn Pendlebury has been appointed as the new Phlebotomist.

An advertisement is to be placed for a Care Co-ordinator to work alongside the Community Matron.

Consultation Survey

Dr. Alla reported on the results of a questionnaire sent out to patients regarding access to medical practitioners - using alternative methods of consultation - e.g. telephone, e-mail, Skype etc.

Over 90% of those asked would consider having their medical problem addressed without having to visit the surgery.

The vast majority of patients have access to alternative methods of communication with the practitioner, telephone being the most widely available and e-mail close behind.

From the results of this small survey, it appeared that most patients would prefer some form of verbal communication.

Of the 130 replies received, 80 people had, in fact, already had experience of telephone consultation and of those 78 were satisfied with the consultation. One person had commented that it saved both patient and practitioner time and could avoid the possibility of patients looking on the internet for solutions which might not be accurate and could be frightening.

It was agreed that it would be helpful to form a small working party to discuss how best to take this forward. Mr. Sawyer and Mrs. Culpin had expressed a willingness to be part of such a group to represent the PPG. Dr. Alla and Rosemary Adams will follow this up.

CCG meetings

Mr. Brazier gave a brief summary of some of the topics discussed at CCG meetings which he had attended. The topics covered included financial matters and a presentation was given by Shofiqur Rahmana from the CCG finance department, a video from the King's Fund outlining the ways in which the NHS is being developed (the link is: [http://www.kingsfund.org.uk/press-releases/2008/08/20080814-king-fund-consultation-report](#)), talks from guest speakers on various aspects of the service, National Forum of PPGs etc. One suggestion that had been made was that practices might consider inviting a member of their PPG to attend their management meetings.

It was agreed that there should be a regular agenda item for Mr. Brazier to report anything of interest from the meetings he attends in future.

The doctors were asked how they felt the CCG system was working. Dr. Bentley said that Dr. Cook and Rosemary Adams attended NEL5 locality meetings on a monthly basis, but in practice the changes appeared to have made little difference to individual doctors, waiting times etc.

Dr. Nissenbaum commented that there had been slight changes - for instance some work with nursing homes, but that it was a little early to judge how much impact this had made.

Dr. Alla thought that maybe individual practices had more of a voice under the new arrangements, for instance in getting attached staffing issues resolved more quickly.

Dr. Fermer said that the CCG tended to focus on specific issues - such as dermatology - and that any differences were not always immediately apparent to patients.

Dates for CCG Stakeholder Forums

Rosemary gave the dates of forthcoming open meetings of the CCG and said that anyone was welcome to attend these.

“ Have your say on the design of local health services to meet future challenges for the NHS in North Derbyshire”

Thursday 30th January Winding Wheel Ballroom, 13 Holywell Street Chesterfield 4pm – 6pm

Tuesday 4th February Renishaw Community Centre, Renishaw 4pm – 6pm

Thursday 6th February Chatsworth Room, Cliff College, Calver 4pm – 6pm

Tuesday 11th February Dronfield Civic Hall, Civic Centre, Dronfield 4pm – 6pm

Any other business

In response to a question about exchange of patient information with hospitals other than Chesterfield, it was stated that an IT group is currently looking at this and a speaker is coming to talk to the staff about it. Information will then be relayed to the PPG. However there are currently 2 projects which will be introduced in the near future:

Project 1

“better information means better care” all households will receive a leaflet about this from the government (www.nhs.uk/caredata - information line 0300 456 3531). All patients will be “opted in” unless they inform their GP Practice that they wish to “opt out”. Data gathered will be anonymised and used to plan health and social care services.

Project 2

“ shared data” data shared with other health care services (eg hospitals, district nurses, NHS clinics). Patients will have to agree with their clinician that they wish their medical data to be shared.

Leaflets are available in the surgery for both projects.

Dates of future meetings:

Wednesday 9th April 5.30 p.m.

Wednesday 16 July 6.30 p.m

Wednesday 15 October 5.30 p.m.

Wednesday 21 January 2015 5.30 p.m.