

## Notes of the PPG meeting on Wednesday 16 July 2014

**Present:** J. Sawyer, I. Sawyer, I. Beatson, M. Beatson, D. Blackburn, L. Simpson, S. Hawkins, C. Jones, M. Jones, K. Saxton, L. Culpin, B. Valentine, Dr. Rafferty, M. Grocock, D. Wildgoose, P. Taylor, G. May, R. Brookes, R. Brazier, B. Kirsop, M. Bennett, M. Coupe, L. Murray

**Apologies:** Rosemary Adams, Shirley Hill, Steven Bramley, Alison Rodger, Reg Tooth

**Chair:** Dr. Alla

- 1) There was lots of discussion regarding **Care in the Community**. There was concern expressed that care budgets are being reduced and carers need to be supported. It was noted that there were resources that lots of carers are not aware of and as a group we might be able to help with this. Liz Murray works with Cross Roads Care and felt she would be able to help us tap into the resources available to carers.

**UPDATE:** Since the meeting Mrs. Culpin has approached me regarding taking this work forward by perhaps holding a carer's event. I have contacted Liz and she is keen to participate in delivering this.

**A PLANNING MEETING is scheduled on 15<sup>th</sup> August at 1pm, at the Bolsover Surgery, to discuss details of how this Carer's Event can be delivered.**

**IF ANYONE IS INTERESTED IN HELPING PLEASE FORWARD YOUR NAME TO STEPH, so that we know what numbers to expect.**

I have informally mentioned this idea to some carers and they are really pleased the PPG is planning this.

- 2) There was discussion on the use of the **electronic notice board** only being used by some clinicians at the surgery. It was noted that this would be beneficial for those who may have difficulty hearing and also if the waiting room is busy and the PA system is not easily audible. This will be fed back to the clinicians. It was mentioned that the surgery does try and identify people who are hearing/vision impaired and proactively assists them with getting to the appropriate consultation room etc.
- 3) There was discussion regarding:
  - a. A PPG member had been told that a clinician said '**I'm afraid your time is up**' during consultation. The difficult balance between trying to keep to time (as the surgery recently had a complaint re: clinicians running late) and giving people the time they need. However it was agreed that this phrase may offend some patients and this will be fed back to clinicians.

- b. **Lengthy wait times for appointments.** This is a recognised problem and the surgery has taken various steps to try and deal with this but there was a sense of 'feeding the beast' and the respite that is gained for a few weeks with the change – soon comes undone. This is an ongoing piece of work and we reassure the PPG that as a surgery we are not complacent about this. We welcome ideas from the PPG and support from the PPG to help address this.
  
- c. **Continuity** – patients have expressed it is difficult to maintain continuity if appointments at the follow up time are not available due to item b. We have encouraged GPs to make follow up appointments so that the patient can leave knowing they will be seeing the most appropriate GP if they need to be seen again. We do recognise this as an issue but as some of the partners are coming to retirement it is not possible for them to maintain a full time case load in the days available. Again, I am happy to explore suggestions of potential solutions they PPG may have – we continue to work on this internally.

#### **UPDATE:**

Since the meeting Mr. Sawyer has approached the surgery and has expressed an interest to Chair the next PPG meeting. The surgery whole heartedly supports this. After discussion with the partners, we agree that this group will flourish if it's efforts are utilised to focus on items, such as item 1, which can make a huge difference to a patient's/carer's life.

#### **Dates of future meetings:**

Wednesday 15 October 5.30 p.m.  
Wednesday 21 January 2015 5.30 p.m.