

Notes of the PPG meeting on Wednesday 15 October 2014

Present: Dr. M. Spencer, Dr. P. Alla, Rosemary Adams, Michael Bennett, Keith Saxton
Allen deCourcy, Roy Hatton, M Bonson, R. Tooth, J. Sawyer, Mrs. Sawyer,
Lorraine Culpin, Liz Murray, Eric Matthews, Cliff Jones, M.J. Jones,
Sylvia Hawkins, D.J. Blackburn

Apologies: Barbara Valentine, M. Smith, S. Bramley

Chair: Mr. Sawyer volunteered to Chair the meeting.

Matters arising:

The speaker from Derbyshire Health United, booked for the July meeting had cancelled and although she had agreed to attend the meeting today to talk about the 111 service, she had cancelled again due to unforeseen problems.

The electronic noticeboard is broken and a replacement is awaited.

Election of Chairperson and Secretary

Mr. Sawyer was elected unopposed as Chairman.

Mrs. Culpin was asked if she would take on the post of Secretary and since the meeting has agreed to do so.

Surgery News

A new Practice Nurse has been appointed (Alice Purdy) and a receptionist (Katrina Jarvis) has been appointed for 1 year to cover maternity leave.

Care Quality Commission visit

Despite having been inspected less than a year ago, the practice had received notice of a further inspection which had taken place during the week beginning 6 October. The inspectors had spoken to staff and patients, and to Mrs. Culpin representing the PPG. The findings were very positive and the practice was told they would be ranked "Outstanding" in some areas. The report will very shortly be published on the CQC website. Thanks were expressed to everyone involved for their support.

Carers' Focus Group Update

At the July meeting there had been much discussion about what help was available for carers and the cared for, and the need to raise awareness of this. Arising from the discussion a small sub-group had been formed to look at ways of doing this. Dr. Alla, Rosemary Adams, Liz Murray, Jim Sawyer and Lorraine Culpin had met about three times and agreed that an event should be organised by the PPG which would aim to provide practical help and information for carers. The focus will be very much on individual needs, with guaranteed follow up, rather than merely handing out leaflets.

Liz had provided a list of organisations to be asked to attend on the day chosen, which was Saturday 25 October from 2.00-4.00 pm at the surgery. Individual letters had been sent from the surgery to patients who are either carers or cared for; flyers had been created and displayed.

A list of specific tasks to help with preparation and running of the event had been compiled and this was circulated in the meeting for PPG members to volunteer their help where possible.

It was suggested that the PPG could have its own noticeboard in the waiting room so that news of meetings and events could be displayed.

NAPPG Membership

The surgery had paid the subscription for the PPG to become a member of the National Association of Patient Participation Groups. This means that regular newsletters and information will be received, and also makes the PPG eligible to apply for an award of £400 in recognition of organising an event such as the Carers Awareness and Help Day.

When the PPG was first formed, it was on a voluntary basis, but it is now expected that all GP practices should have a Patient Participation Group. Specific targets had to be met each year. The aim was to identify three specific priority areas for the surgery which would be discussed with the PPG, using the group as a resource to improve those areas.

It was agreed that the need for awareness of resources available to carers was one priority area where the surgery and PPG were working together.

The issue of appointments was a second area which needed work and Dr. Spencer reported that another salaried GP had been appointed, nursing staff levels had been increased and the number of appointments and phone calls had also been extended.

Continuity of care had also been an issue raised at PPG meetings, and steps were being taken to address the problems identified, such as follow up appointments being made by the medical practitioner during consultation.

Update from Locality PPG meeting

Mr. Sawyer gave a report on the meetings he had attended on behalf of the PPG, where subjects discussed had included the scale of wasted medication (£7m p.a. in Derbyshire), and the Integrated Care Scheme. This means that all agencies will collaborate to ensure that individual care plans for patients are established to ensure appropriate care and support is in place before discharge from hospital.

Mr. Sawyer suggested that a Lay Governor from the CCG could be invited to come and talk to the PPG at a future meeting and it was agreed that this would be useful and interesting.

Friends and Family Test

Dr. Spencer informed the meeting that with effect from 1 December 2014 it would be compulsory for practices to ask their patients

"How likely would you be to recommend us to your friends or family"

and to submit a monthly return to NHS England.

There has to be a second question and it was suggested that this should be

"What would be your reason for doing so, or if not, why not?"

Any other business

Mrs. Hawkins told the meeting about a forthcoming full day open meeting of the Bolsover Over 50s Forum, for which support would be welcomed. The event takes place on 12

December with various talks on subjects such as Affordable Warmth, Diabetes Management, etc., free blood pressure tests and health stands. A buffet lunch is provided for £2 per person and there is a Christmas panto in the afternoon. Community transport is available.

Mrs. Culpin reported that in her role as Public Governor for DCHS in the Bolsover area, she would be meeting with the Chair and Chief Executive of DCHS to discuss issues of particular concern to our area, and asked members to let her know if they had any specific matters they wished her to take to the meeting.

Date of next meeting

Wednesday 21 January 2015 5.30 p.m.