

Minutes of Patient Participation Group

Held on Wednesday 20th March 2013

In

The Conference Room

Present

Dr von Schreiber (Chair)
Jo Hunter (Minutes)
Gertrude Elphee
Michael Burdett
Betty Harrison
Jean Crossley
Janice Bather

Julie Rutter (Practice Manager)
Margaret Breeds
Pam Wright
Joan Bramley
Claire Maidment
Joan Graham
Shirley Griffiths

Apologies

Enid Morris
Brian Cole
Janet Cole
Patricia Chambers

Adrian Cramp
Sandra Bridge
Susan Waitt
Marjorie Hopton

Minutes of the Previous Meeting

Agreed as a true record.

Item 3 - Update – extension to reception/waiting room

The plans for the extension have been amended slightly to reduce costs which were encountered with retaining walls, the glass façade has had to be amended also slightly to reduce costs. Building work now in full swing. Issues with phone malfunctions initially have remedied quickly. JAR reported that reception is planned to be back in operation during the middle of April with building exterior work completed some weeks later. All agreed the work was an upheaval but will be worth the disruption in the long run.

Item 4 – The role of the Community Matron – Fran Mossman

Fran introduced her role of Community Matron within the practice. Fran works solely at the practice and receives referrals from GP's and District Nurses. Her remit is to support patients with chronic conditions, to educate them about their chronic condition, to get to know them and be able to recognise any deterioration in their health to possibly avoid crisis and hospital admission. Fran works closely with different agencies and encourages working together to give the patient the best support possible. Fran work with patients to formulate Rightcare plans which are used in practice and forwarded to the out of hours services. These plans give detailed information relating to the patients condition, medication and treatment the path the patient may wish to follow which can be referred to by out of hours providers as necessary.

Item 5- Patient survey and action plan

JAR presented the results from a recent patient survey carried out. From the questionnaire the greatest need was for improved planning and scheduled of appointments. Patients reported that access and

checking into the practice was seen as successful. Patient information and posters displayed in the waiting room were judged to be good. The waiting room was of an acceptable standard. Finally the consultation itself was judged to be of a good standard.

The credibility of the questionnaire was questioned as it was only a snap shot of the surgery over a short time reaching only a limited number of patients.

JAR asked that the patients in the patient participation group forward any questions to her which they felt should be added to a future questionnaire. All agreed a further questionnaire would be valuable after the improvements are completed and the new computer system is in place.

Item 6- Any other Business

- It was requested that if the GP's are running late that this information be passed to waiting patients. JAR commented that this should be happening and the reception team would be reminded of this. JAR informed the meeting that an electronic notice board was being looked into for the waiting room which could be used for various tasks including calling in patients and keeping them informed of any late running surgeries.
- The new computer was now installed and although proving challenging for the staff it was agreed that the modern system would be a valuable addition to the practice.
- The question was asked how the practice recorded people as carers or as having a carer. JAR reported that this information is recorded in the patient's medical record. Posters are displayed in the waiting room asking for carers to inform the practice so that the practice is aware of the patient's role. JAR reported that carer packs are available and carers can be registered with the County Council so that a contingency can be put in place should the carer become unable to care. JAR reported that carers of patients not registered with the practice are offered the same help as patients who are carers.
- The question was asked regarding the leaflets arriving in the post offering health checks privately at a cost to patients. It was reported that the Kirkby-in –Ashfield area was offering these checks at no charge; JAR confirmed this was not available at the present time in Derbyshire. She did inform the meeting that a national scheme of cardio vascular disease checks were being offered by the practice to all patients over the age of 40 who had no previously recorded chronic health conditions.
- The suggestion was made that perhaps 6th formers could attend the practice PPG meeting as part of their Citizenship classes.

ACTION: Juie Rutter to contact Netherthorpe School to invite.

The CCG

Dr von Schreiber is now on the board of the Chesterfield CCG. North Derbyshire CCG will take over from PCT on 1st April. Part of the work is to improve services within the local community, ensure NHS funds are utilised efficiently, and to develop innovative projects to meet future needs.

Progress has been made with the Care Home Project which funds regular GP input. An integrated care project is planned to enable patients to be managed more effectively in their own homes and avoid unnecessary admissions to hospital.

Work is underway to signpost services for patients with recurrent or chronic depression to utilise significant resources within the voluntary sector. These organisations can help support this population to improve their quality of life.

Mammography, which currently has a low uptake in the locality is an area of concern chosen by the CCG to look at closely as well as the flu uptake levels in pregnant women.

Report from Margaret Breeds who attended locality meeting of the PPH at The Grange Surgery

Margaret Breeds reported after attending the latest locality meeting that the larger practices are working on A+E attendance and considering sending letters to patients suggesting that they should go to the GP rather than the hospital. The letter passed around at the meeting was felt to be unsuitable and was in the process of being re-written.

Margaret reported being happy to take any issues which came up to the next locality meeting of the PPG.

Meeting closed at 2.30pm. Next meeting Wednesday 5th June 6pm at the surgery.