

Minutes of Patient Participation Group

Held on Tuesday 23rd September

at 1pm

In

Training Room – Brimington Surgery

Present

Dr M Torkington
Julie Rutter (Practice Manager)
Joanne Hunter (Minute taker)
Pam Wright
Joan Bramley
Michael Burdett
Gertrude Elphee
Patricia Chambers
George Morris
Jean Crossley
Gayner Hibbert
Lynda Hewitt

Apologies

Brian Cole
Janet Cole
Marjorie Hopton
Joan Graham
Margaret Breeds
Enid Morris
Nick Hyman
Betty Harrison

Minutes of the Previous Meeting

These were agreed as a true record

Matters Arising

Julie has contacted Chesterfield College regarding young people attending the PPG. The new courses have just begun and once settled pupils will be encouraged to think about attending the meeting.

Mrs Chambers commented that she felt things had improved at the Chemist, the pharmacist in particular had not been abrupt with her when he had been on two previous occasions. Julie offered to speak to Helen from Medicines Management to discuss issues with supply of medications. Other members of the meeting did say they had stopped using the chemist because of supply issues also.

NHS Choices website

Julie asked that the meeting consider looking at the website to see what comments had been put on there.

Dr Rupert White

Dr White has now started at the practice, comments were made that the photograph board ought to be updated to show the correct staff members.

ACTION: Julie to organise update

Care Quality Commission presentation

Julie presented a slide show on the Care Quality Commission and what to expect from the visit which is coming up. Julie requested that any member of the PPG willing to be interviewed by the CQC as part of their assessment should give their names to either herself or to Jo.

In practice the PPG should be chaired and run by the group themselves with secretarial support provided by a member of the group, Julie and a GP would still attend meetings though. The meeting felt they were happier with Julie continuing as chairperson and were happy with adding agenda items to the ones suggested by the practice. Julie asked that if questioned by the CQC members would explain their thought on this. Julie agreed that the need for a PPG member to chair the meeting was not mandatory but again stressed that the CQC should be made aware of the reasoning for the practice running the PPG group if asked. All agreed to leave the management of the group as it was at the present time.

Item 4 – PPG requirements

Julie introduced the requirements for 2014/15 with regards to the Patient Participation Group. These requirements have changed and now need to include an action plan which includes ideas 3 areas for improvement within the practice. Julie asked the meeting to start thinking about any suggestions. Suggestions made were

- Practice Nurse appointments availability after 5.30pm.
- Advance availability of bookable appointments.
- GPR's in the training practice – informing the patients what happens within a training practice.

Item 5 – Virtual Ward Initiative

Derbyshire has been the lead in this initiative previously now the Virtual Ward plan has now been rolled out countrywide. Julie informed the meeting that patients who are the most frail and vulnerable make up the top 0.5% of the practice population and these patients are included in the virtual ward. The patients in the virtual ward are discussed monthly at multi-disciplinary meetings which include representatives from social services, care teams, mental health teams and children's services. The aim of the virtual ward is to keep a close check on these patients and ensure all services work together to support the patient and help to keep their care at home as much as possible.

Unplanned Admissions

This Unplanned Admissions national initiative includes the top 2% of the practice population, around 180 patients. These patients have a named

GP and a Rightcare plan in place which is made available to emergency services and outlines the special needs of the patient. The patients

may also have a form outlining their decisions on resuscitation in the event of collapse so that their choice at this time is clearly recorded in their

care plan. This unplanned admissions list is flexible and patients are added or taken away from the list as necessary.

Item 6 - On line access

Julie asked the meeting if anyone uses the on line access system. Attendees who used the system reported that the service works well and the

ordering of prescriptions was easy. The question was asked about access to medical information on the intranet, Julie assured the meeting that security was paramount and strict protocols were followed when patients requested access to the on line system. Reception requested patients to provide forms of identity in order to receive their password to access the site.

Item 7 – AOB

- Thistle Park is now available for parking but it is being resurfaced at present. A question was raised regarding the security of the parking and the fact that it is in the middle of a playground. The practice have contacted a local pub for staff to park in their car park during surgery times but up to now the cost of parking suggested by the pub is unacceptable.
- The flu clinic will be held on 11th October at the Brimington Methodist Church.
- The McMillan Biggest Coffee Morning event is taking place at Brimington Bowling Club on Friday 26th September all are welcome.

Next meeting

13th January 2015 - 1pm