

**BRIMINGTON SURGERY**  
**Patient Participation Group Meeting**  
**1pm Tuesday, 13<sup>th</sup> January, 2015 in Training Room**

Present:

Dr. M. J. Torkington  
Julie Rutter (Practice Manager)  
Joanne Hunter (Minutes)  
Joan Bramley (Minutes)  
Marjorie Hopton  
Brian Cole  
Janet Cole  
Gayner Hibbert  
Pamela Wright  
Lynda Hewitt  
George Morris  
Mike Burdett  
Gerta Elphee  
Patricia Chambers  
Joan Graham  
Jean Crossley

Apologies:

Sandra Bridge  
Margaret Breeds  
Paul Smith  
Louise Smith

**Minutes of the Previous Meeting**

These were agreed as a true record.

**Matters Arising**

Julie had contacted Springwell School asking if any of their 6<sup>th</sup> Form students would consider attending our meetings but it was thought maybe an evening meeting would be easier for them. So far no contact from either Springwell or Chesterfield College but Mrs. Chambers had asked her 15 year old grandson to consider attending.

It was suggested that if problems were still encountered by patients at any Chemist they ask the chemist to try a new supplier. It was said that the pharmacy section of Sainbury's was very good.

**NHS Choices** - There are five negative comments on the Practice's website, therefore, the group were asked to view the website and put positive comments to raise our star points. Instructions were given on how to carry out this operation. Any feedback is welcome and acted on.

**Practice Nurse** - appointments will be available up to 8pm.

**Appointments** - can be booked up to four weeks in advance which is good if requiring seeing a particular doctor.

**Virtual Ward Initiative** - is to help vulnerable patients in the Practice by intervening and predicting any possible issues thereby preventing any unplanned hospital admissions. Regular group discussions take place regarding these patients.

**Thistle Park Car Park** - has been resurfaced but as yet not many use it.

### **Friends and Family Test**

This survey is being carried out at hospitals and doctors surgeries to ascertain if the Practice would be recommended to friends and family. Our Practice is attracting new patients who are dissatisfied with their present Practice so in order to get more responses for this survey Julie got two volunteers to do possibly two hours per month to encourage patients to complete the survey. At present there are 1800/2000 patients per doctor which is considered a suitable number. The responses are monitored on a monthly basis by the Government.

### **Electronic Prescribing**

From the 3<sup>rd</sup> March patients will have the choice of nominating a pharmacy to use for the collection of their prescriptions. The patient would re-order as previous then after the Doctor's approval, the request would go electronically through to the pharmacy for collection, thereby, eliminating the Patient having to collect the paper prescription when signed. This will free up Receptionists etc., time. If preferred the paper route is still available.

### **Dementia Initiatives**

The practice considers the Governments offer of money for dementia diagnosis to be unethical and does not support. They will still use their procedures or diagnosis and early diagnoses is beneficial both for the patient and carers. There was a lengthy discussion on this subject.

### **Surgery Update**

To replace two Receptionists who had left, Gemma started in December and Mandy to start in January. There had been new vinyl flooring on the landing plus the upstairs toilets and waiting room. A grant request has been made to the CCG for funds to install push pads on internal doors to make them automatic.

Trainee GP Dr Sarah Lewis has passed her final exam and is now a fully fledged GP who will be at the surgery till July. She is to carry out research funded by The Deanery on phone calls to the surgery so the recorded calls will be listened to and assessed with a view to learning from them.

A volunteer was requested to attend the Locality Practice Participation Group which meets two monthly late afternoons on a Wednesday at St Thomas Church, Chatsworth Road. Anyone interested to contact Julia Rutter.

An invitation from the 21<sup>st</sup> Century Project was handed to all present outlining a discussion session on how care is seen and what is the future. The meeting for our area takes place on Thursday 5<sup>th</sup> February 2pm - 4pm at the Proact Stadium, Sheffield Road.

### **Any Other Business**

The Care Quality Commission inspection will not take place before March.

The meeting finished at 2.05pm

Date of next meeting - Wednesday 15<sup>th</sup> April, 6pm