

Minutes of PPG Meeting 7th February 2012

Present: Nick Derbyshire, Judith Clay, Shaun Snow, Billie Reeves, John Riley, Wendy Riley, Gill Roberts, Sandra Watkiss, David Walker, Laura Bacon

Apologies: Pat Lunn, Heather Swindell, Pat Miller, Anne Mack, Bill Kirkland

MINUTES OF LAST MEETING Approved.

MATTERS ARISING:

Flu campaign very successful with 77% of over 65s being vaccinated and 60% under 65 at risk group vaccinated. Supplies almost ran out.

Darley Birth Centre will close and a Working Party has been set up to determine how services will be delivered in the future. It was felt by some members that the questionnaire circulated by NSH Derby was couched to elicit agreement for closure and only given to a miniscule number of people.

New website up and running, suggestions for improvement still welcomed.

Nick Derbyshire and Sara Land had visited Lady Manners school and had useful feedback, with some new online contributors.

SURVEY RESULTS AND DISCUSSION:

Nick circulated the two questionnaires given to patients in December 2011 and January 2012. Approximately 100 returned. Nick asked how many patients consult each year and informed the group it was between 1500/2000. There was some concern that the response was a small percentage of that number and members queried how questionnaires circulated. Nick confirmed that most patients were offered the questionnaire as they arrived for appointments but only a small number agreed to complete due to many reasons: they felt too unwell, too distracted, didn't have glasses with them. A 5% response was higher than the National survey, which sometimes only elicited a 1-2% response.

The results were discussed and analysed by members with the next stages of the process being to suggest, implement and publicise any necessary changes. It was clear that most of the respondents were female and a discussion ensued around this. A question was raised as to whether this was an acceptable result and Nick confirmed survey results had to reflect actual responses and statistically women consult more often than men. Statistically, however, men are more likely to be carers as they get older.

There were some minor areas of dissatisfaction. It was recognised that a number of patients were not able to get the doctor of their choice, mainly Dr Love, and this was a continuing issue. To try and increase her surgery hours Dr Love has stopped doing clinical work at Newholme. She also did the late evening surgeries on a Monday.

There was a discussion around access and some members felt many patients not aware they could request a phone consultation and uncertain when it may be

appropriate. Suggested that doctors often happy to consult over phone and would inform patients if it was necessary for physical consultation. It was agreed that this service would be advertised in the next newsletter. One member asked if an alert might be produced when patients attempt to make Emis Access appointments. Nick informed that EMIS software limits it and it is not possible to be customised by individual surgeries.

One member was unhappy with phone system and asked when the contract due for renewal as it was costly for those patients who would otherwise have free calls. Nick confirmed a good deal of thought and planning had gone into the phone system and changeover had cost the surgery in leasing costs around £20000 net. The majority patients were happy with the service but it was agreed that when the contract was due for renewal it would be tabled for discussion. (*Post meeting note the contract falls for renewal in the spring of 2014*)

Overall members felt survey results very good and reflected satisfaction with the services offered. It was felt it would be nice to have a higher number of responses in future and ways of achieving this were discussed. It was suggested that patients be asked when they ring for appointment if they had previously completed a questionnaire. If not, would they agree for one to be posted out to them.

The results will be put on the website.

PUBLIC GOVERNORS INFORMATION DVD NOT SHOWN AS RAN OUT OF TIME.

NORTH DERBYSHIRE DALES PPG NETWORK EVENT:

Pat Lunn and Judith Clay had attended this event which they found interesting and enlightening. They felt Bakewell Medical Centre compared favourably in the way they operated to many other Patient Participation Groups.

DATE OF NEXT MEETING: MAY 1ST 2012 at 6.30pm