

MINUTES OF PPG MEETING 3RD JULY 2012

Present: Pat Lunn, Nick Derbyshire, David Walker, Dan Zamoyski, Judith Clay, Pat Miller, Wendy Riley, John Riley, Shaun Snow, Laura Bacon, Anne Mack, Billie Reeves, Sandra Watkiss, Heather Swindell

Apologies: Bill Kirkland, Gill Roberts

The Chair introduced and welcomed new members.

MINUTES OF LAST MEETING: Approved, no matters arising

New GPs: Dr Lockhart will be retiring in July and Dr Isherwood will be in surgery two days per week from September. Dr Graham Todd, presently working in Buxton, will replace Dr Lockhart and Dr Lorraine Wooster from Newbold Surgery will take over Dr Isherwood's three days. Both will be with us for one year with a view to partnership.

Dr Aldread has now completed his training and has taken a role in Sutton in Ashfield. Dr Leviston leaves us in July and will return for a year in August next year. Our next registrar will be Dr Clayson who will be rejoining us on 1st August for one year. Dr Nichola Jones will be with us for four months also from 1st August. The GP list will continue as before, with new patients being allocated to the doctor on a rotation basis.

There was a brief discussion about the capital loan for the building and Nick confirmed that the contract for that will continue and does not involve external funding.

NEW COMPUTER SYSTEM:

We have moved from the old DOS-based computers to a new windows clinical system for which the staff have been undergoing training over recent months. The system changeover day was 27th June and it had been necessary to extend the length of clinic appointments during the transfer period. This has meant there have been less appointments available and it is expected that a gradual return to the normal ten minute slots will take place over the coming week or two. The benefits of the new system are increased productivity and more compatibility with other systems used in the NHS.

HEALTH PROMOTION:

Nick circulated leaflets from Derbyshire Community Health Service who had asked PPG members to help promote their work.

NORTH DERBYSHIRE CLINICAL COMMISSIONING EVENT:

Leaflets were passed to members from various commissioning and networking groups with invitations to events and meetings.

PATIENT TRANSPORT CHANGES:

The local patient transport contract has recently been handed over to a new organisation NSL. Still based at Newholme, the company will no longer take bookings from GP surgeries but will liaise directly with patients and determine who will be eligible for transport. Criteria are now being strictly applied and a basic rule of thumb is that only those patients requiring medical assistance whilst in transit will be given transport. The Chair reported this was true in other areas of health provision too, with the complementary therapy service at Newholme struggling with very high bills for transport provision.

WEBSITE UPDATES:

All PPG minutes are now on the website. It was asked if the GPs would be putting their profiles on the site. Nick asked members to inform him if they found inaccuracies or had suggestions.

PATIENT QUESTIONNAIRES:

Questions/areas to cover? As part of a Directed Enhanced Service the practice undertook to conduct patient surveys. The next survey is now due and Nick asked for suggestions for questions to be included on that. The scheme brought approximately £6000 (although in reality this was money deducted from other areas and offered as an incentive) and following feedback from members (to be provided post meeting) a questionnaire to be drawn up & given out, as has been done previously, to patients in reception. It was felt this only reached a small percentage of the patients and although the views of active users were sought, there should be something in the next newsletter or on the website inviting patients to complete a questionnaire if they so choose.

Suggestions for possible questions included:

Changes in transport provision

The parameters of the role of the District Nurses

Future in-house service provision

There was a discussion around both the best ways to seek feedback and broadcast information with suggestions for some of the incentive monies being used for leaflet drops via the Peak Advertiser or Royal Mail, parish magazines.

Patients' expectations of an NHS in financial crisis: Members discussed the many ways where patients had very high demands on the services and the ways in which these can be tempered for the necessary NHS cuts. It was agreed that a 'Did You Know' Board should go on display in reception and the costs of selected services highlighted.

LMC advice on questionnaire re telephone system: Nick advised that although over 1000 surgeries use the 0844 number there has been a small number questioning whether this is within NHS guidelines. The LMC (local management committee) are approaching PPG groups to seek their opinions.

ANY OTHER BUSINESS:

There was a question about previous initiatives proposed by PPG members and the failure of these to be implemented. Nick advised that whilst the surgery will offer support they do not have the time or resources to undertake any new initiatives and the onus lies on members to develop any ideas or suggestions. Some members felt the Mentor scheme was worth bearing in mind.

DATE OF NEXT MEETING: TUESDAY 4TH SEPTEMBER @ 6.30PM