

Bakewell Medical Centre  
Patient Participation Group  
Minutes  
4<sup>th</sup> November 2014

In Attendance: Pat Lunn – Chair  
Nick Derbyshire – Practice Manager  
Nicky Turner - Minutes  
Shaun Snow, Philippa Lloyd, Sandra Watkiss, John Riley, Tanya Ralph, Pat Lunn

Apoligies: Heather Swindell, Jill Roberts, Judith Clay, Pat Miller,

### **Minutes of Last Meeting**

Agreed

### **Matters arising not on the Agenda**

#### **Report on outcome of survey undertaken at flu clinics**

Pat Lunn thanked the members of the PPG who were involved with the flu clinics and their hard work with the questionnaires. There was a fabulous response to the questionnaire which was titled 'Have your say on flu day'. There were 481 responses and 28 patients who did not wish to complete the form. PL explained that the response may not be a true record as they were in response to flu clinics and reflected the views of patients within a particular demographic group. The responses to each question were discussed.

Question 1 – Do you know what the Patient Participation Group is? - The majority of patients did not know what the PPG was.

Question 2 – Do you have any comments regarding the service provided by the Practice? – The feedback was positive with a large number of patients being happy with the service provided. ND explained that all feedback is useful, negative and positive, as the Practice is always looking for ways to improve the service.

Question 3 – Do you have any comments regarding booking this appointment – It was discussed whether this question was representative to the Service as it referred to booking in for a flu clinic. When representatives of the PPG spoke to patients about the Service offered the 'bone of contention' was the appointment booking system. Some patients thought they were at an unfair disadvantage if they didn't have a computer for internet access for booking appointments. ND explained that there were fewer internet booking appointments due to the Triage List and GP's booking advance appointments. DNA rates were discussed which amounts to 5% of appointments which is low. SW enquired if 'Skype' consultations had been considered as patients do not always know who they are speaking to on the telephone and like to put a face to a name. This is an area under discussion within the NHS but there remains some medico legal issues as to its use. It was suggested that there be a photo board of staff in the waiting room-ND confirms that this was going to be done anyway as is a CQC requirement. It was also suggested that all GP's and Registrars wear name badges. Even though GP's announce who they are to a patient at the beginning of the consultation, patients do not always catch the name.

**Action: ND to action/discuss as appropriate**

Question 4 – How many times do you visit this Practice? – Some patients didn't know how many times they came to the surgery as they didn't always take into account regular review appointments, bloods etc.

Question 5 – Do you use the prescription service? – This question was changed after the first flu clinic and batch of completed questionnaires. Some patients found it difficult to order meds via the internet. If more patients used the internet this would cut down on the workload of staff.

TR questioned how new patients find out about internet access. She is a new patient and was not made aware. It was suggested that patients are made aware when handing in new patient questionnaires.

**Action – ND to check new patient questionnaire and if our protocol should be prompting reception staff to ensure all new patients are aware.**

Another question raised was about unused medications. ND explained that these cannot be reused but if they are returned to the surgery they are sent to Aid in Africa. PL enquired if the patients were aware of this and ND explained that there had been posters in reception in the past. It was questioned if the cost of unused medications could be outlined so that patients are aware of the cost to the NHS. ND explained that the Practice didn't have the resource for this.

**Action: PPG to take forward and discuss in the New Year with perhaps a campaign to illustrate to patients the massive waste in this area**

### **Friends and Family Test**

All GP Practices in the UK have to carry out the Friends and Family from the 1.12.2014. This is a test to gather feedback so that the Practice can review services but will also be used nationally to rate practices against each other. It is based on one simple question "How likely are you to recommend our GP Practice to friends and family if they needed similar care treatment?" There are 6 responses ranging from "extremely likely" to "don't know" and a statement option. Patients but be able to give feedback after 'every' interaction with the Practice. The NHS will publish the results of the initial question centrally each month. The Practice will have to publish results locally including responses to the follow up question or questions. The members of the PPG considered this to be a waste of NHS Resources with no benefits.

### **Young Persons involvement with the PPG**

ND reported that at Lime Grove surgery in Matlock 6<sup>th</sup> formers have joined the PPG. ND and SL visited Lady Manners in the past and ND has done so again recently and has suggested that the art students produce a logo for BMC. SL holds a teenage clinic which has historically been well attended but numbers have now dropped off significantly. Most teenagers do not wish to access GP services and would rather access the internet and self-diagnose.

**Action ND to discuss in the Practice how we take this forward**

### **Report of CCG/PPG Network Meeting 27<sup>th</sup> October**

DZ went to this meeting but as he is absent this is to be discussed at the next meeting. Pat Lunn reported that apparently the funding for the community bus, Bakewell & Eyam Community Transport, will be removed with effect from April 2015. Pat Lunn also commented on the CVS and helping people when they come out of hospital - "a wrap-around service" has only just been advertised for volunteers.

**Action – PPG network to follow-up/monitor.**

**Future Representative on PPG Network**

To take forward to next meeting

**Any Other Business**

Health Watch – ND reported that a representative from Health Watch had observed the Practice and a report had been received. Only 2 patients were questioned and reported on. No members of staff were spoken to. One comment was from the age 80+ who was happy with the Service but suggested more parking spaces. The other comment was from age group 50-64 who reported that the service had improved.

**Newsletter**

PL commented on the excellent quality of the Newsletter and how interesting it was. It was suggested that maybe a small donation be made towards the cost of the newsletter. **ND to discuss in Practice-do we do this in the future as it is an expensive exercise. We could donate the funds to a local charity**

**Practice Information Leaflet**

A member commented on the Practice Leaflet and in particular on page 9 and the cost to the Practice if a patient attends A&E. ND explained that a walk-in at A&E would cost the Practice between £60- £70 and then costs escalated for x-rays etc and overnight admittance. ND explained that each surgery had a budget set each year to cover these costs.

**Young People**

SW outlined that not all local teenagers go to school at Lady Manners and some go to faith schools or other destinations - she suggested mentioning it at the Catholic Church for teenage PPG members. *Post meeting note-SW has provided information/contact details for other Schools attended by teenagers plus contact details for her Church if we wish to re-publicize our teenage health service in particular*

**Date of Next Meeting**

Tuesday 6<sup>th</sup> January 2015 at 2.30pm

***Please note the time-it had been suggested previously that this could be publicised as an open event to invite any patients who may be interested or just drop in for a chat with PPG members. This will need actioning/organising by members if it is to be taken forward.***