

PPG meeting 4th September 2012

Present; Pat Lunn (chair), Pat Millar, Sally Raynor, Jill Roberts, Billie Reeve, Sandra Watkiss, Dan Zamoyski, & Nick Derbyshire representing the Practice

Apologies; Shaun Snow, Heather Swindell, Judith Clay, Laura Bacon, John & Wendy Riley

Welcomed Sally Raynor to the Group and Jonathan Wardle (JW), Dales CCG Locality Manager to talk about local issues

Minutes of the last meeting

- approved without comment
- ND advised the Group that following Dr Lockharts recent retirement, Dr Isherwood has also decided that he will retire at the end of October

Dales Clinical Commissioning Group

- JW gave brief overview of the CCG-North Derbyshire as a whole and the Dales locality more specifically
- The focus is on localities being the driving force for clinical decision making
- Budget for the dales is approx £50m for around 50,000 patients. In proportions this is used-very roughly-45% on emergency care, 20% on prescribing & 30% on planned care
- Referrals & Medicines management budgets-these occur in all practices where there are peer discussions between clinicians to look at efficiencies, focus on reducing costs and more effective use of resources
- Recognition through CCG's that differing services are required in different locations eg elderly population in the Dales
- A discussion was held around how much can be achieved locally

PPG Networking meeting dates

- These are Monday 22 October at 6.00 pm and Monday 28th January at 6.00 pm
- Venues to be advised

Patient Questionnaires

- No feedback received from the members following previous meeting and ND's letter dated 30th July
- Members discussed possible areas for questionnaires and perhaps the first one should be on a mentoring/buddying system for patients with suggested questions as follows;
 - Are you aware that there are associations which may be able to advise and help you with your condition?
 - Where would you obtain information regarding your condition/illness? (library/Practice/GP/internet/other (please state))

- Would you find it helpful to have a buddy system with a patient from this surgery?
- Would it be helpful to have in house meetings/group meetings in the surgery?
- Can you suggest what you may find helpful in obtaining such information?
- We will have to construct a second questionnaire and it was discussed that one regarding the telephone system was constructed although all the members present stated that they felt the existing system is fully satisfactory

Post meeting note-the GP's felt after discussion with ND that the buddying system questionnaire was too narrow a topic and therefore not achieve or provide us with information which could then be used to make changes which would benefit the majority of patients. Further discussion will be required at November's meeting on this subject.

AOB

- Brief discussion with some of the members that some patients had raised concerns regarding use of their Christian names by staff-both admin and clinical-when they don't know them. They feel it is disrespectful and ask that the matter is raised with staff. *ND to ensure discussed with all staff members.*

Date of next meeting

- Tuesday 6th November 6.30 pm