

Bakewell Medical Centre  
Patient Participation Group  
Minutes  
10<sup>th</sup> March 2015

In Attendance: Pat Lunn (PEL) – Chair  
Nick Derbyshire (ND) – Practice Manager  
Nicky Turner - Minutes  
Sue Bull (SB), Philippa Lloyd (PL), Shaun Snow (SS),  
Dan Zamoyski (DZ), Tracey Simkins (TS)

Apologies: Mr & Mrs Riley, Gill Roberts, Heather Swindell

### **Minutes of Last Meeting**

Agreed

### **Health Walks (Howard Griffith)**

Howard Griffith is the Walking for Health Office for Derbyshire Dales Walking for Health. HG explained that all the walks are led by qualified by Walk Leaders and are open to anyone wanting to take part in light exercise among pleasant company. The walks are free and the pace is set by those taking part. All walks start and finish at the same point. There is no charge for attending. A new programme 'Every Step Counts' was started on the 27<sup>th</sup> February and is a 12 week programme. Derbyshire Federation for Mental Health reported that only 7% of walkers had been referred by the Health Profession. HG explained that walking can really make a big difference to people's lives. They meet new people and will talk while walking and they are in the fresh air. Age Concern also arranges walks and these are combined for older walkers and the walks are tailored to their ability. PEL enquired if there was a problem with walkers getting to the start point and suggested possibly starting a walk from Bakewell Medical Centre. ND explained that there wasn't the capacity in the car park and HG added that the walkers like to congregate and have a chat before setting off which they would not be able to do from the Surgery. Members of the PPG thanked Howard for his time.

### **Flu Survey Review**

Dan Zomoyski circulated a draft summary of the Flu Survey. The PPG members agreed that the summary could be used but all initials/names to be taken out. SB explained that the answers were recorded for each question and they were not merged on purpose. She also explained that the questions were altered through the survey and that next time it would be done differently. It was agreed that the summary of numbers could also be attached and that it was good for the Practice to share this survey. DZ to finalise the draft and email to ND/PL/SB/PL/ for approval.

### **Annual Patient Complaints Review**

ND explained that all complaints are monitored closely and investigated. Records are kept of every complaint and are available for the CQC to see. ND carried out an anonymised discussion with the PPG members looking at specific trends.

### **Latest Patient Survey Results**

GEM North Derbyshire CCG

ND explained the results of the patient survey. The results were for the period up to the end of January 2015 and showed an improvement in every area on the previous results. PEL thanked BMC staff for all their hard work in continuing to improve the Practice.

ND explained that a letter was available on reception to explain the booking system which was implemented in April 2014 and also that the telephone message had been changed. Further amendments need to be made to the telephone answering messages currently recorded.

### **Friends and Family Feedback**

ND explained that the paper version of the feedback was the most successful. The touch screen in reception has now been removed. In February there were 13 responses from patients who were extremely likely to recommend family or friends to the Practice. It is encouraging when compliments are received and patients are being encouraged to complete the forms with their names on in order that comments can be addressed accordingly.

The results will in due course be published on NHS choices and are recorded monthly and not cumulatively.

### **PPG Report**

The report is provided at the end of March each year. The report will be published on the Practice website before the end of March

### **21C Meetings**

This is a partnership made up of 8 other local partnerships for 'Joined up Care' for North Derbyshire to make sure the needs of local people can be met. There is a meeting scheduled for 12<sup>th</sup> March 2015 at Bakewell Agriculture Centre. All members were encouraged to attend.

### **Future PPG Meetings – Frequency/Secretarial Support**

ND reported that specific funding for the PPG stops at the end of March, but becomes a contractual requirement from that date. It was agreed that meetings will be held quarterly in the future. ND advised that Nicky is no longer working Tuesdays and asked that the Group record their own minutes as per other PPG's. However, the Group made a strong representation requesting that Nicky continues, especially as meetings are now quarterly instead of bi-monthly. Future meetings will be the first Tuesdays of March, June, September and December. All PPG members are to be informed of the changes.

### **Any Other Business**

#### **National Study of Health & Wellbeing**

SB explained that this is a national study and it a genuine survey and they visit you at home. The details are logged under a reference number. SB will update at the next meeting.

#### **Primary Care Development**

PEL had received an email from Primary Care Development Centre established recently by North Derbyshire and North Notts LMC's –this provides free training for Primary Care staff (including GP's) and also for PPG's

#### **Medication Review**

DZ had recently been into Lloyds Chemist to collect medication and was asked if he would undergo a medication review and wasn't aware that this happened. ND explained that pharmacies are obliged to undertake medication reviews annually.

**PPG Networks Chair**

DZ will circulate dates of the PPG meetings he is the Chair of the local network and would like some volunteers to attend.

**Post meeting note**

*Bakewell Medical Centre and Tideswell Surgeries have announced their intentions to merge. Please see attached. More information to be provided at the June meeting or directly from Nick Derbyshire*

**Date/Time of Next Meeting**

Tuesday 2<sup>nd</sup> June 2015 at 6.30pm at Bakewell Medical Centre