

Minutes of Patient Participation Group

Held on Wednesday 25th June 2014

In

The Training Room

Apologies

Sandra Bridge
George Morris
Margaret Breeds
Brian Cole

Joan Graham
Marjorie Hopton
Joan Bramley
Janet Cole

Attending

Amanda Brikmanis - 21st Century Health and Care presentation
Julie Rutter (chair) Joanne Hunter (Minute taker)
Michael Burdett Pam Wright
Gertrude Elphee Gaynor Hibbert

- 1 Item 3 – Presentation by Amanda Brikmanis – 21st Century Health and Care
Amanda delivered a very interesting and informative presentation on the future of Health and Care.

Matters arising from March meeting

- Update on Parking
Julie attended the recent Parish Council Meeting. The meeting was very supportive of the parking issues in the area. At the meeting it was agreed to open up Thistle Park as a car park and also to look at the yellow lines in the area. The meeting was pleased with the surveys which gave valuable feedback to parking issues in the area.
- Pam Wright suggested Chesterfield College may be willing to encourage students who are patients to the PPG meeting as part of their Social courses.
Action: Julie Rutter to speak to Chesterfield College.
- The recent poor attendance of the Medicines Management talk was discussed. All those who attended reported an excellent meeting with interesting and informative information given. The meeting agreed that the talk would be worthwhile for staff and members of the PPG to attend if repeated.
Action: Julie to speak to medicines Management Team
- Julie contacted wheelchair services to discuss items raised in the previous minutes and they agreed to contact the PPG member directly.

4 Any Other Business

1. Pharmacy Manager

Issues raised with local residents reporting the Pharmacy Manager's poor attitude. Julie reminded the meeting that a complaints procedure is in place at the Pharmacy which should be used to record concerns.

2. Back ordered medicines

Julie asked the meeting if any patients had reported finding difficulty in obtaining their full prescription when visiting the pharmacy. All agreed that items required were sometimes only partly available and required a further visit to the pharmacy to collect back ordered medicines.

3. Care Co-ordinator Role

Julie introduced the new role of Care Co-ordinator within the practice. Ros Hague will be working within the practice looking after the more complex patients on a "Virtual Ward", organise multidisciplinary meetings and help co-ordinate their needs. The care co-ordinator will look at inappropriate admissions and enable home care for patients wherever possible. This list is flexible and patients are added and removed from the list as necessary. Comprehensive care plans are in place for all patients on the "Virtual Wards".

4. NHS Choices website

Julie introduced the site which helps direct people to their nearest practice and gathered feedback regarding the practice. All feedback is responded to by Julie, although she commented that at the present time only negative feedback was present on the site which was unfortunate and asked if positive feedback was heard could the PPG encourage this to be added to the NHS choices feedback section.

5. Dr Rupert White

Dr Rupert White has been employed by the practice in a salaried GP and will start work on the 1st September 2014.

6. AAA screening

The abdominal aortic aneurysm screening service was discussed. Pam Wright discussed a poster and leaflets forwarded to the bowling club for display. All agreed the poster should also be displayed in the surgery and Pam agreed to pass the information to Julie in order that Julie obtain the information for the practice.

Meeting closed at 2.45pm

Next meeting at 1pm on Wednesday 24th September 2014