

Minutes of Patient Participation Group

Held on Wednesday 5th March 2014

In

The Waiting Room

Apologies

Sandra Bridge
Jean Crossley
Janice Bather

Joan Graham
Marjorie Hopton

Attending

Dr Simon von Schreiber
Michael Burdett
Patricia Chambers

Julie Rutter (chair)
Pam Wright
Joan Bramley

George Morris
Gertrude Elphee
Brian Cole

Pat Chambers
Nick Hyman
Janet Cole

Matters arising from December meeting

- Netherthorpe School had been contacted by Julie regarding younger patients attending future PPG meetings as part of their Citizenship classes. Still no response from the pupils, suggestion made to contact Connections.
- Care.Data – The roll out is delayed whilst more consultations go ahead.
- Prescription box – in the process of being changed.

1 Item 5 – Presentation by Alan Hill – Derbyshire Community Health Trainer

Alan introduced his role as health trainer in the Community and what the service is set out to achieve. Alan explained that patients can choose to be seen at home, in libraries and a variety of community areas or by him in surgery. He ran through the referral system and who would be eligible for referral. Information was given on patients who need to be seen again as returning patients. The question was asked whether better publicity was needed advertise the service.

ACTION: Julie to publicise the service within the practice.

2 Item 3 –Update regarding survey and action plan action point discussion

Julie handed out the report from the PPG questionnaire.

ACTION POINTS

- Parking

The previous suggestion to contact all local business groups regarding arranging a meeting to discuss parking issues had not has a great response from local businesses, although many local groups had shown an interest in being involved. A meeting has been set up with responders to the letter and the Borough Council.

Julie reported attending the Parish Council meeting who supported the issues raised by the practice.

- Newsletter
The newsletter was discussed. Julie has spoken to the producer of the Brampton area newsletter who would be happy to provide a service. Julie reported having asked the Parish Council if they would be interested in being part of the magazine and they are considering this.
- Reception Waiting Area
A sign relating to a privacy room being available for patient use is to be displayed.
- Text message reminders
Julie informed the meeting that text messages go to all patients reminding them that they have an appointment to try and avoid appointment wastage. The question was raised what happened to persistent non-attenders, Julie informed the meeting that the practice does have a system in place to follow these patients up.

3 Item 4 – Appointments – booking ahead

Discussion on the trialled advanced booking system. The trial has been run where appointments can be booked more than a week ahead as requested at a previous PPG meeting. The trial has taken place over the past 6 weeks and will continue as it has proved successful.

4 Item 6 – Medicines Management

A meeting to be run by Helen Gregory from the Medicines Management Team is planned for the evening of the 17th April, possibly in the Community Centre. The talk will focus on medicines wastage and the reason for switching medicines from branded to generic types.

ACTION: Julie to advertise the meeting around the surgery

5 Any other Business

- The new reception desk was discussed and the difficulty wheelchair users find in accessing the desk, and that sometimes patients were perceived to believe that wheelchair users were “pushing in” by going to the lower section at the front of the desk queue. Julie reminded the meeting that a low section is provided and all agreed the best compromise had been achieved with the desk.
- Discussion on repeat ordering of medication by telephone. Dr von Schreiber commented that medico-legally this was not allowed and would not be returning as a service.
- Julie informed the meeting that Dr Livings will be retiring from the practice on the 4th August 2014.
- A question was raised regarding the shingles injection. Julie informed the meeting that the recall was for patient between the ages of 70 and 79 and that all patients in that age bracket would be called for over the next five years.
- The aortic aneurysm screening service was discussed, a question was asked as to why females were not routinely recalled. Dr von Schreiber commented that rupture

was a rare occurrence in women and perhaps was the reason for women not being routinely recalled.

- The question was asked whether specialised weight measuring equipment for wheelchair bound patients could be funded by the practice. The cost of such an item was unknown. A suggestion was made that a fund raiser might be a good way of raising the money to purchase this equipment.

ACTION: JAR to speak to Chesterfield Wheelchair Services to discuss.

Meeting closed at 7.50pm

Next meeting Wednesday 25th June - 1pm at the surgery.