

Minutes of Patient Participation Group

Held on Tuesday 25th October, 2016

In The Training Room

Apologies

Jean Crossley

Gayner Hibbert

Pat Gregory

Lynda Hewitt

Susan Waitt

Attending

Dr M. Torkington

Julie Rutter (chair)

Joan Bramley (minutes)

George Morris

Marjorie Hopton

Bryan Cole

Sue Chambers

Janet Cole

Gertrude Elphee

Paul Smith

Pam Wright

Martin Liddle

Margaret Breeds

Patrick Jones

Mrs. J. Graham

Kathleen Wilson

Hazel Butler

Margaret Rotchell

Roz Hague, Care Co-ordinator

The Minutes of the previous meeting were accepted as a true record

Matters arising

- The advertisement has again been put out for a salaried doctor and Dr. Mark Torkington will retire at the end of June, 2017.
- Dr. Rupert White is to be a partner at the Practice which makes it that 1.1/2 doctors are required.
- A Dementia Friends session had been held since the last meeting.
- The Flu Clinic was held at the beginning of October plus any patients who were not able to attend are attending separate sessions at the surgery.
- The Mac.Millan Fund has raised £1,500+ since 2014 with books still being available in the surgery and new books are welcome.
- A discussion had been held with the Receptionists regarding the front desk not being manned and there was a noted improvement
- Consultations are still on-going regarding the proposed closure of Bolsover hospital. It was voiced at the meeting that hospital patients often feel secure in a hospital rather than on their own in their home. The paperwork is still available in the surgery for anyone to send their comments.

1 Item 3 – Locality PPG report

The last meeting had been postponed till Wednesday 9th November when Mrs. Bramley will attend. It was arranged that Mr. Morris attend the meetings if Mrs. Bramley is unavailable.

2 Item 4 – Care Co-ordinator

The Care Co-ordinator, Roz Hague, explained her job which is mainly behind the scenes as she works with Community Matrons; Doctors; Nurses and all Health Care sections with the aim of keeping patients with long term conditions out of hospital so she liaises with the hospital when a patient has been in hospital. The communication continues when out of hospital with the patient and all sectors of care available which covers all age groups. Dr.Torkington expressed how important this work is and it was appreciated. The position is funded by both the surgery and the DCHS.

3 Item 5 – Calling in Patients

A point was raised by Margaret Breeds that she objected to a patient's name being shown on the screen in the Waiting Room and pointed out that some doctors came out into the area to collect their next patient. Each doctor has their preference of reading about their patient on their computer screen prior to consultation or talking and walking with the patient to the consultation room. It was pointed out that a deaf person would need the screen. There was a lengthy discussion about what other medical establishments did regarding showing patients names but Dr. Torkington said his aim was to treat his patients with dignity. Funding has been granted for a system that allows the names of upstairs patients to only be shown upstairs.

4 Item 6 - RCGP Practice of the Year

The Royal College of GP's Practice of the Year has been won by our surgery and our nurse Lisa Callaghan was nominated for nurse trainer and came second at the ceremony in London.

5 Item 7 – GP Forward View

The hospital; community; GP's; Social Services etc., have to create a five year plan. Dr. Torkington is Clinical Ambassador on the STP Board. More University places for Medical Students are to be made available because the GP situation is in crisis. A GP treats the whole person and is the gate before hospital so if there were no doctors the hospitals would be overrun.

6 Item 8 – Surgery Update

There is a new part time Practice Nurse (Emma). Dr. R. White will be a Partner and with the winter funding it is hoped to employ some Locums.

The Practice is accepting new patients and now has over 8,060. The closure of two Surgeries within the Holywell Practice initially caused problems with patients looking for a new Doctor's Surgery.

Within two years there should be a centrally placed Community Primary Care Hub.

AOB

- There still seems to be problems with the Pharmacy across the road and, hopefully, the new Manager will attend one of our meetings.
- Repeat prescriptions were discussed at length regarding every four weeks or 13 prescriptions to cover a year. To cut down on waste if an item on repeat is not required the Pharmacist to be informed to leave off the next prescription.
- It was pointed out that when medication is in a different wrapper this doesn't mean it is a different strength it is probably because the Pharmacy have had to obtain them from another source because of availability or they may be on offer at a cheaper price.
- Funding for Pharmacies is reducing in the near future.

Next meeting Tuesday 17th January, 2017, 1pm at the surgery.