

Sett Valley Medical Centre

Patient Participation Group

Notes from meeting 15.7.14 6pm

New Mills Volunteer Centre

**Present** : Ian Mason (chair), Dr Douglas (senior partner), Nigel Brockett, Phil Knott, Pam Cohen, Lynne Rangeley, Hilary Donbavand, Josie Long son, Godfrey Hutchins, Tina Nickisson, Andrew Pollitt (practice manager) Nicola Fryers (Secretary).

1. **Apologies and Welcome New Members.** Apologies Judith Brown Speaker from Derbyshire Health United .Jo orme, Mark Gegarty. Welcome New Members Tina Nickisson, Hilary Donbavand and also remembering Norman Heald.
2. **Derbyshire Health United** – The meeting had been postponed by DHU – Ian (chair) and Dr Douglas explained the system, which seems to be working well. DHU will be invited to the next PPG meeting on 14<sup>th</sup> October 2014.
3. **Minutes Of Previous Meeting** - Agreed
4. **Matters Arising- PPG Noticeboard** – it was noted that not many patients seem to look at this .**The Survey Questionnaire screen** should be for all Patients to comment on. **Help with running the McMillan Coffee morning** (Friday 26<sup>th</sup> September 2014) will be Josie (Hayfield), Pam and Godfrey (New Mills). Many thanks to Godfrey for his offer of donating biscuits. Any other donations (cakes, biscuits, etc) would be greatly received by the surgery. **The Electronic Prescription Service (EPS)** is working well at both surgeries, and patients are continuing to sign up for this service. **Surgery Matters** - It was suggested the PPG need to try and raise awareness by advertising information, meetings and services. This should be done by placing an advert in the Buxton Advertiser, and the local High Peak radio. Pam has kindly offered to write a letter to the Advertiser and speak to the local radio station. **Text reminders** - there had been a problem with patients receiving repeated reminders which has been rectified with the software provider. **Did Not Attends (DNAs)** - Andrew (Practice Manager) has been asked to provide a report. **Appointments** - Dr Douglas explained the intense pressure placed on the triage service in recent months, due mainly to sick leave and GP changes. It has been particularly difficult to get locum doctors or Nurse Practitioners in recent times. This situation should ease with the appointment of another doctor and a better staffed Nurse Practitioner team. **The notice board** needs to be updated with changes that affect the running of the appointments. Dr Douglas was asked to provide a presentation with the Volunteer Centre on the services that are available. **This year's flu clinic** - the PPG will attend to raise awareness and hand out leaflets about the Patient Participation Group and what an asset it is to the surgery.
5. **Care Data from NHS England** re sharing patient data. Ian (chair) explained that this information sharing would provide help to hospitals and other health bodies for the benefit

of patients' treatment. Pam raised concerns that this information may be sold to insurance companies.

6. **Doctor's Report** – Dr Douglas read his report and discussed relevant information therein.
7. **Practice Manager's Report** – Andrew read his report and discussed relevant information therein. The PPG asked about complaints and how they were dealt with. Andrew explained the process and agreed to provide a report of the number and type of complaints for the next PPG meeting.
8. **PPI DES** – Questionnaire to be drafted and submitted to the PPG. Pam, Hilary, and Godfrey volunteered to help with preparing the questionnaire. Complaints forms to go on the website and be posted out if requested.
9. **Patient Issues** – Choose and Book (C&B) - Pam would like to discuss at next meeting.
10. **AOB -Pharmacy 2 U** - a mail order firm are contacting patients at their home address by post asking if they would like to sign up to join. The PPG asked how they have got this information. After checking with our local medicine management team, it was noted that this has been obtained through the national electoral register. **A reminder** was given to all the members regarding the meeting at new mills town from **healthiertogether.nhs.uk** - all info has been put on the website and the notice board. The next PPG meeting is on Tuesday 14<sup>th</sup> October 2014, 6pm at NMVC, which will also be the AGM meeting, including election of officers.
11. **Close** 7.45 pm