

SETT VALLEY MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING 15.11.2017 AT THE Royal Hotel

1. Apologies: Ann & Gordon Lyon, Leona Hutchings, Leam Jackson, Denise Hall, Lance Dowson, Lucille Yoxen, Kevin Hawley.

2. Members Present: Ian Mason (chair), Kath Garside, Brian Waddell, Sheila Barnes, Phyllis Hudson, Gaynor Andrew, David Longson, Andrew Pollitt (Practice Manager), Jill Jones, Peter Motley, Joyce Whitehead, Helen Hudghton, Nicola Fryers (Secretary), Hilary Gouldsmith, Alison Worthington, Janice Bennett, Andrew & Judith Bailey.

3. The website. Peter Motley gave his comments regarding the practice's website - the website is produced as a brochure with information hidden behind two clicks, the language is in NHS jargon and not patient friendly, but all the necessary information is there and good. There is too much white space. Website banners should support the Sett Valley priorities. It would be useful to undertake a patient survey about the website, its use, purpose, and what patients want from it. Peter suggested 3 rolling menus, across the top of the front page, priorities of the month, flu injections, hay fever injections, etc. It is possible to have one-way e-mails with an automatic reply. Members were invited to look at Peter's own website which he has designed at www.chemopeter.com. Peter then left the meeting due to his state of health.

4. Minutes of previous meeting were accepted as a correct record.

5. Matters Arising:

- Ian read out a letter Ann & Gordon had sent to the group, as they were unable to attend the meeting. Ian as chair thanked Ann & Gordon and all members for all their hard work at both the flu clinics and the Macmillan Coffee Morning. The coffee morning was a huge success with over £600 raised and the number of patients using on-line access had risen from 5.5% to over 11%. Anne & Gordon also mentioned that when they were at the flu clinics it was not easy to distinguish staff from patients as staff were in non-uniform and a receptionist was in ripped jeans. Alison Worthington raised the issue of hygiene. The group asked Andrew to consult with the partners (GP's) what the policy was for staff wearing non-uniform including nurses giving flu vaccinations. Jill had concerns of staff not wearing uniform for the management of Infection Control. - Andrew Bailey collates all the Friends And Family questionnaires and he commented that the general comment is how good the practice is.

- There were no developments with the Facebook Page as David said Tim is back at University and he cannot commit at present, so talks on hold at present.

6. Doctor's Report – See Attached

7. Practice Manager's Report - See Attached, Andrew read both out as no GP available they were in surgeries.

8. Chair's Report – See Attached Bulletin. Ian read out some of the information. Alison commented on how the bowel screening is such as a good service at Chesterfield.

9. Member's Items – Ian mentioned about the music being played at Sett Valley surgery and the effect it has on those with a disability (hearing aids). After some discussion it was agreed that there is no need to have music playing in the waiting room at Sett Valley whereas it is essential for privacy at Hayfield. Andrew would feed that back to the practice.

- Phyllis Hudson is raising money for Macmillan so she will be trying to sell raffle tickets.
- Nicky asked for views about the newsletter that staff felt should be monthly. The feeling of the meeting was that a quarterly newsletter is sufficient but snippets could appear on the website, e.g. staff changes.
- Brian raised a concern he had regarding a letter he had received asking him to come in for a 'TFT' Blood test. It was suggested the practice should stop using jargon and acronyms, and inform patients of what they need to have and why.

10. Date of next Meeting: Wednesday 24th January 2018 3pm at the Royal Hotel when it will be the AGM to elect a Chair and Secretary. Ian announced that he would not be seeking re-election as Chair.

Close 4.40pm

PPG meeting – Wednesday 15th November 2017

Doctor's Report

8am – 8pm Working

NHSE (NHS England) have revised their plans. Delivery of the 8/8 service will be moved back 6 months to October 2018, and must be delivered alongside 7/7 working from the same date. We are awaiting written confirmation from NDCCG, which we expect in the form of an email by the end of November 2017. It appears, from discussions with Hannah Belcher (NDCCG), that the services can be delivered from different locations (Practices) provided adequate advertising has been carried out for patients. There would still be an option to deliver the 7/7 service, or sub-let this to another Provider, eg. DHU. The Partners at SVMC will discuss further, once written details have been received.

Peer to Peer Reviews

NDCCG have put these on hold, following discussions with the LMC. The issues appear to be around GP workload and practicalities of the scheme.

Original Text below (31/08/17)

[NDCCG are introducing a system this month to review GP referrals made to secondary care (hospitals). The quality of referrals will be reviewed between GPs in the same Practice, for the first few months. Thereafter, reviews will be done externally to the GP Practice. It is hoped that this will enhance the quality of referrals for patients, and will therefore be embraced by the Practice.]

Dr E J Ward

Dr Ward has resigned from the Partnership as of 30/03/2018. This is an amicable parting. We wish Dr Ward well for the future. We will be advertising for a new GP in the summer. In the meantime, Dr Keogh will remain with the Practice from January to June 2018.

Prescribing

We recently had our annual prescribing review with NDCCG. We came out favourably, in particular, with Antibiotics prescribing. There is a national drive to keep prescribing of antibiotics low, for clinical reasons.

Dr N J Start, GP Partner. 13.11.17

PPG meeting – Wednesday 15th November 2017

Practice Manager's Report

Staff Changes

Leavers

Anne Proud, Assistant Practitioner, leaving 30/11/17 (Christies), after 13 years at SVMC.
Emma Hopkin, HCA, leaving 01/12/17 (Macc DGH), after 4 years at SVMC. We wish them both well in their new roles.

Nurses

We have recruited a Practice Nurse, Julia Harding. Julia starts 20/11/17. Secondary Care background and will need training in some areas.

HCA's

We have also recruited 2 new HCA's, Diana Shaw and Clare Jones (Receptionist at SVMC). Both will start work early December 2017.

Medical Students

We have a 5th year medical student, Connor McLaughlin, who will be with us for 8 weeks (Mondays and Tuesdays). Dr Blackburn will be looking after Connor. See Report re Medical Students 2016/17.

MJOG – New Messaging System for Patients

Generally working well, but unable to differentiate (txt messages) between NM and HF surgeries.

Surgery Closures

Quest Sessions – Wednesday afternoons (10th January, 14th February 2018). No closure in December for Quest.

Hayfield Branch Surgery

There should be a GP at HF surgery for 39 of a possible 54 sessions over the next 6 weeks (72%). The uncovered sessions are due to GPs annual leave.

Andrew Pollitt
Practice Manager
09.11.17