

Sett Valley Medical Centre
Patient Participation group
Notes from Meeting of the 19.11.2013
6pm, New Mills Town Hall

Present: Dr D E Williams (Partner), Ian Mason (Chair), Andrew Pollitt (Practice Manager), Nicola Fryers (Secretary), Sister Claire Brooks (SHH and Buxton Eye Hospital), Nigel Brockett, Pam Cohen, David Lamb.

1. **Apologies** Dr J K Douglas, Norman Heald, Julia Westhead, Mark Geraghty, Amy King (Derbyshire Health Watch)
2. **Notes Of Minutes - meeting 23.7.13** amendment required – Lance Dowson to advise. Pam noted that computer records (Practice and external systems) need to be reviewed in relation to carer status. An alert may be appropriate.
3. **Matters Arising** – Nigel Brockett mentioned a befriending service that is being run by the New Mills Volunteer Centre which is a face to face contact or a telephone call . Information available form NM Volunteer Centre. Andrew asked for comments on a proposed change in the appointments system, which would largely relate to “On the day booking”. This raised a few issues and would like to be discussed further at a future meeting. Amy King (Healthwatch) attended a locality public meeting and can be contacted through CCG venues.
4. **Doctors Report** - Dr Williams discussed the letter presented to the PPG, written by Dr D T Royle, which explained the SPA (Single Point of Access) service in preventing hospital admissions. Sett Valley has recently used this service. Sett Valley’s Community Matron is actively involved in the community in managing and preventing hospital admissions and promoting early discharge from hospitals.
5. **Practice Managers Report:** There has been some staff changes which will be published in a newsletter. The surgery will close at 4.30 pm on both Christmas Eve and New Year’s Eve. Derbyshire Health United and the urgent care will cover from 4.30pm. The number and type of complaints (and compliments) to be shared at next meeting. It was suggested that the number of daily telephone calls may be available for information. The Patient Survey questionnaire (Directed Enhanced Services) is being handed out to patients on a daily basis. The aim is for around 270/300 responses. AP to provide a written report by 31st March 2014 and publish on the website. This will require input from the PPG at the January 2014 meeting. A portable hearing loop has been donated to the practice (from the CCG). The Practice will be responsible for the maintenance. The Practice has received funding for Winter Pressures from NDCCG, relating to November 2013 through to March 2014. This will be used on such areas as a Pharmacist, locum GPs, Nurse Practitioner clinics, purchase of equipment (Pulseoximeters)
6. **Patient issues**
 - a) **Use Of SPA within the practice** – letter produced by Dr D T Royle and shared via Dr Williams.

- b) **Consideration of 3 Valleys Health Ltd CQC report** – a letter produced by Dr J K Douglas was shared with the meeting.
- c) **Performance Report from the CCG.** Ian (chair) had previously spoken to Jackie Pendleton about the provision of the ambulance service from EMAS.
- d) **SHH Ophthalmology (52 Week) wait.** A CQC Report found 2 patients had been referred for treatment and it appeared that they had waited 52 weeks. Sister Claire Brooks attended on behalf of the unit and was going to discuss with SHH appointments office to find out and report back to the ppg. There was concern that this department was disorganised – sister Brooks will discuss this with the management at SHH. Sister Brooks gave an explanation to the PPG of how the clinic operates.
- e) **McMillan Coffee Morning** - Thank you to everyone involved - £161.35 was raised.

AOB

- a) A reminder for members and patients to attend the public meeting at the Octagon, Pavillion Gardens, St John's Road, Buxton SK17 6BE Monday 2nd Dec, 2pm till 4pm. To book a place please contact linda.jameson@northderbyshireccg.nhs.uk or call: 01246514382.
- b) Pam Cohen would like to actively encourage new PPG members for SVMC.
- c) It was noted that the local (environmental) tip still seems to smell, even in the cold weather.
- d) It was noted that errors and stock levels were causing concerns at some pharmacies.