

**SETT VALLEY MEDICAL CENTRE**  
**Patient Participation Group Minutes**  
**At New Mills Volunteer Centre**  
**Tuesday 27<sup>th</sup> March 2017 6.00-7.30 pm**

Present : Andrew Pollitt (PM) , Ann Lyon ,Gordon Lyon ,Leona Hutchings ,Brian Waddell, Dr M Gor ,Godfrey Hutchins, Lance Dowson ,Ian Mason (Chair),Nicola Fryers (secretary)

Before the start of the meeting a patient rang into the group as he couldn't attend the meeting but wanted to raise some points

- Website not clear enough of opening times and when the phone goes over to DHU.
- When you ring the practice at Sett Valley the first 3 messages are negative
- Staff not welcoming, glass reception not inviting, automated log in system cannot be seen clearly upon entry to Reception.
- Nothing relaxing in the waiting room
- Appointments –practice to consider re booking /using the cancellation slots when patient's cancel.
- Automated doors signs not clear –confusing as in wrong position behind you as you face the doors in the lobby.
- Buzzer at Hayfield –too noisy

1. Apologies: Judith Bailey, Denise Hall, Kath Garside, Peter Motley,

2. The group noted the sad loss of founder member Josie Longson and asked that Dr Douglas might write to her family on behalf of the Practice. In recognition of her length of service it was suggested that a rose tree might be planted in the surgery garden in her memory.  
Minutes of last meeting were agreed.

3. Practice Manager's Report – See attached

4. Doctor's Report – See Attached

5. Chair's report .From information received Ian informed the group about the increase in prescription charges and a warning from the Care Quality Commission about the risks of ordering medicines from on-line pharmacies.

Members were given a copy of ‘Your Health and Care Records’ produced by NHS Choices. There was a discussion about records and accessibility. Ian had attended a meeting in the afternoon about Joined Up Care in Derbyshire and gave details of the state of the Sustainability and Transformation Programme (STP). Godfrey then spoke about his research and views on the whole STP programme. Leona expressed her frustration at discussing matters like STP that she could not change and really wanted to address the way forward for the group in the light of material she had seen from National Association for Patient Participation. After more discussion Leona left the meeting.

Members accepted Leona’s point about discussion of STP and decided it is a subject to be raised only when it affects the practice.

6. Patient Survey Results – Judith not at meeting so will discuss at next meeting.

7. Members Issues – Group needs more Members it was discussed the next meeting should be at Hayfield Old Bank Surgery on the 24<sup>th</sup> May at 3pm , where maybe patients can make the meeting in a afternoon. Tea time it was decided was not always a good time for families , patient’s etc .

8. AOB – To email the volunteer centre re the meeting having to be upstairs, room was too small, didn’t meet the group’s needs. Nicola to Ring Mr Motley the following day to say the group has passed his comments onto the practice Manager. Discuss at next meeting future event to consider organising.

Close 7.52 pm

**NEXT MEETING TO BE HELD AT THE OLD BANK SURGERY MARKET STREET  
HAYFIELD ON WEDNESDAY 21<sup>st</sup> June 2017**

**Please bring along any new members**

## **PPG meeting – Tuesday 28th March 2017**

### **Practice Manager's Report**

#### **Staff Changes**

##### **Nurses**

We continue to actively seek a replacement nurse for Bridget, which is proving a little more arduous than anticipated. Nurses are working overtime to help.

**Receptionists** – Elinor Doherty is our new relief receptionist, following the departure of Andrea Wood in January.

##### **GPs**

We are expecting 2 GP Registrars from August 2017, both full time (12 months and 6 months placements).

##### **Medical Students**

We will be taking 5<sup>th</sup> year medical students in August 2017, and possibly 4<sup>th</sup> year students from January 2018. Placements occur for 8 months of the year, in blocks of 6 to 12 weeks.

##### **Clinical Rooms**

We are running out of space and juggling rooms has become commonplace. This is likely to continue with 2 GP Registrars and medical students. I am in conversations with a local architect to consider better use of space and rooms with possible alterations and expansion.

##### **Surgery Closures**

Quest Sessions – Wednesday afternoons (12<sup>th</sup> April, 10<sup>th</sup> May and 14<sup>th</sup> June).

##### **Hayfield Branch Surgery**

Sorry for recent closures due to GP holidays. See clinical rooms above.

##### **Arden House – Hayfield Branch Surgery**

Arden House applied to NDCCG to close their HF Branch Surgery from 1<sup>st</sup> April 2017.

This has been formally agreed by NDCCG. We are monitoring the increase in registered patients at Hayfield, which is about 20 in the last 3 months.

Andrew Pollitt  
Practice Manager  
24.03.17

PPG meeting – Tuesday 28th March 2017

## Doctor's Report

### 8/8 Working

This is the Government's initiative to have GP surgeries open from 8am to 8pm during the week. The 7/7 working initiative refers to GP surgeries being open 7 days a week. 8/8 is effective from April 2018, with 7/7 following in April 2020.

SVMC position – we are in discussion with the other 7 Practices in the community (including Buxton and Hartington) on if/how to deliver this. Hartington have decided to “go it alone” and be open till 8pm each week day. Buxton MP do not want to be involved in delivery, but want their patients to be part of the solution. Arden House are undecided. That leaves 5 Practices who will probably determine a rota of evening openings during the week. SVMC will likely need to open 2 evenings/week, probably Wednesday (existing Extended Hours) and Tuesday or Thursday. Fridays may present a problem, solved by higher prices to encourage participation or shared rota amongst the 5 Practices (1/5).

Funding is available (£3.34/patient). SVMC commitment needs to be a minimum of 5.5 hrs/wk (after 6.30pm), maybe rising to 7 hrs, then 50% higher. A number of unknown details at present.

PM + GP involved in monthly talks at the Community Meetings. Practice decision required by June 2017. Alternatives would be for NDCCG to commission another Provider (DHU, Tesco, Virgin ?)

### Clinical Pharmacists

SVMC have decided NOT to pursue this option. Only Thornbrook surgery in the Community group (of 8) have decided to pursue this. We will continue to have Hazel Evans working at the Practice for the foreseeable future.

### Appointments System

Generally working well now that Winter Pressures have softened, plus full compliment of ANPs (3).

No plans to change the system in the near future, although 8/8 working may have an impact.