

Sett Valley Medical Centre
Patient participation Group
Notes from meeting 15.4.2014 6pm
New Mills Volunteer Centre

Present : Ian Mason (chair) , Lance Dowson (Counsellor) ,Nicola Fryers (Secretary),Andrew Pollitt (Practice Manager) ,Dr Start (Partner Sett valley Medical Centre) , Jo Orme, Claire Robb, Josie Longson ,Godfrey Hutchins, Michael Bruek ,Phil Knott, Mark Gegarty (Manager New Mills Volunteer Centre), Lynne Rangeley

1. **Apologies and Welcome New Members** Apologies -Norman Heald (who has withdrawn from the Group , letter of thanks to be sent to Norman), welcome Jo Orme, Claire Robb, Godfrey Hutchins, Lynne Rangeley , Phil Knott .
2. **Minutes of Previous Meeting** – Agreed
3. **Matters Arising** – Bike Rack been Installed outside Sett Valley – Car Parking can sometimes still be a issue with limited spaces , which are being monitored. The Borough Council are looking into re inking the yellow lines which is taking time .Pam mentioned to maybe have a article in the local Buxton Advertiser or on the radio , and possibly Lee Baker(PSCO) occasionally circulating his presence around the buildings Ian (chair) mentioned he had arranged and met Rob Hanley (chair) from Ardern House Medical Practice at a Meeting in Buxton , and Presently the PPG at Ardern House we believe is not in operation.
4. **Triage ,Electronic Prescribing , Shared Care Records ,NAPP** – National Association Patient Participation – Triage was discussed as documented in report (see doctors report) .Shared Care Records – Dr Start explained this has been temporarily suspended for 6 months due to not working correctly .
5. **Doctors Report** - Ian (chair) Welcomed Dr Start and he went through the Doctors Report written By Dr Douglas (Report Attached)
6. **Practice Managers Report** - Andrew (Practice Manger) discussed report and explained briefly A New GP Contract . Andrew will for next meeting provide Information regarding Complaints .
7. PPI Des - Andrew discussed the patient survery
8. **Patient Issues** - Patient suggestion Slips The comments were read out by Andrew (Practice Manager) of what was Said and what We Did (attached) . Pam mentioned the Rotary Fair which she is happy to help

raising awareness of our PPG, and the Bakewell Show which the CCG are holding a stall at Bakewell Show

AOB – NSL (Patient Transport Ambulance) If you have any concerns you would like to discuss regarding transport please contact The CCG (clinical Commissioning Group)

Localities & Transformation Team

NHS North Derbyshire CCG

High Peak Locality Office

Unit 2A

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Buxton.

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Website: www.northderbyshireccg.nhs.uk

The next Patient Participation Group Meeting is on 15th July 2014

Pam mentioned how excellent she has found the Local Social Service Providers Having Same Day Apt's only at the surgery question was asked – Not at the moment

Close 7.40 pm

ITEM 3

Dear Councillor Dowson

Unfortunately for the 389 route, larger buses are replacing smaller ones as bus companies prepare for forthcoming accessibility legislation. The larger buses satisfy all the accessibility requirements and therefore are more flexible where they can be used.

As a registered bus service, the route has to be registered with the Traffic Commissioner, who will only agree to reversing manoeuvres where it is unavoidable. In this case, having registered the change of route to leave out the health centre, and giving reasons for this, it would be very unlikely the Traffic Commissioner would agree to route the service back to the health centre. We would have to give very specific reasons why the bus can now go back there, and seeing as nothing has changed, we could not justify the request.

The bus attending the leisure centre is classed as private hire and can turn where it chooses. It does not have to register the journey with the Traffic Commissioner and is not subject to the same regulations. I don't know what time of day it is there, but probably not at the peak surgery times when the parking problem exists.

Sorry I can't give you a more positive reply but, for the time being, the bus route has to stay as it is.

Kind regards

Janet

Janet Pickersgill

PATIENT PARTICIPATION GROUP

10th April 2014

Since the last PPG meeting there have been other on-going changes at the practice which I detail here:

1 With the imminent retirement of Dr D E Williams in September of this year we have advertised and now appointed two replacement part-time doctors who will be Dr Mounna Gor and Dr Emma Ward. Both are local doctors and will be starting in June and September respectively and will bring some increased capacity and youth to the practice. In addition to this Dr A Egan has obtained a work permit to emigrate to Canada to pursue his medical career over there and obviously the practice wishes him well in this new adventure. He will be leaving the practice in May of this year. In addition to this we have long-term absence of Tracey French, one of our nurse practitioners. Therefore the next few months may well be challenging for the practice in terms of our ability and our capacity.

2 **TRIAGE**

With these personnel changes and shortages we have had to introduce some modifications to the triage service which will obviously remain. However we are moving over to having a more regulated service with distinct pathways for results, medicines management, sick notes etc. These have been agreed between all the various practice staff and are in the process of being implemented. We expect this to create a reduction in the number of telephones to triage, which in itself should allow the clinicians to actually see more patients, thus increasing capacity. The changes are being phased in and the eventual format will result in triage capacity being time limited during the day to allow clinics to take place. This is driven by the staff changes and is essential to continue providing high quality care within the practice.

3 **FEDERATION**

The contracting situation with the CCG and other health providers is becoming more fragmented and complex and the practices across North Derbyshire are joining in a Federation, in order to be able to bid for these services. Services such as these are, Contraception, Cardiac Health Promotion and Minor Surgery etc, which will be in the first batch to be devolved this October. The consequences of these changes are that there is again a degree of uncertainty as to the future of local health provision as to what services we are going to be able to offer as a practice, over the forthcoming years, but the implementation of a Federation puts us in a good position to respond and implement these changes.

PPG meeting – Tuesday 28th January 2014

Practice Manager's Report

Staff Changes

No staff changes in the last 3 months.

Locums employed/to be employed – Dr Sally Evans (Jan/Feb) & Dr Hugh Bilbey (Mar)

Pharmacist - Hazel Evans (Nov/Mar)

Surgery Closures

Quest Sessions – Wednesday afternoons (19th February, 19th March, 9th April)

Complaints

Numbers to be advised after April 2014.

PPI DES

Patient Questionnaire – responses now completed and analysed. Results will be shared at PPG in January 2014, along with agreed discussions and actions.

Patient Questionnaire Screen

In waiting room (on wall, middle of seating area).

Awaiting results to be downloaded. Report back at next PPG meeting.

Equipment

Hearing Loop now installed at front desk.

Also, portable hearing loop available for use in clinical rooms.

Hayfield Surgery

Drainage problem has now been sorted. Sorry for any inconvenience over the Xmas period.

Federated Working

The Practice (SVMC) has signed up to Federated Working with the other North Derbyshire Practices.

There are 38 Practices in ND – sign up is required by 31st January 2014. This is to put SVMC in a strong position when services are put out to tender by NDCCG (national requirement from 2014/15), as part of a large provider organisation of (up to) 38 Practices.

Patient Suggestion Slips

You Said

I suggest you play decent music instead of the appalling “Rap Music “

Waiting To long to see doctor, 25 mins wait , are they on a go – slow ?

Consider a Bike rack outside the surgery

Doctors calling at a house should have the means to take a blood & urine sample. And the district nurses shouldn't take 6 days to check for pressure sores & 2 days to take a blood and urine sample from someone who is ill .

A weight watchers group at the surgery. WE NEED A PROPER SUPPORT GROUP

Doctors Start On Time (Hayfield Surgery)

We Did

The cleaners had been in over the weekend and changed the channel we usually play Radio 2 - Message left to alter station back to correct channel .

We try to let patients know if clinic's are running behind – due to emergencies , etc

Spoke to a GP's re Domi visits – All Gp's do Domi Blood Tests when needed, but sometimes timing and complexity stop this .

Spoke to District Nurse Pressure sores are seen within 24 hrs , a non Urgent blood test is acceptable to wait 2 days .

Installed a bike rack 4/4/2014 for 5 facility for 5 bikes .

Weight Watchers Group - some CCG in UK pay for weight watchers not our CCG – we have a health referral scheme, and what we also do at the surgery is over and above that.

Doctors occasionally run late between commuting between practices ie) taking urgent calls from consultants & emergencies.