LIME GROVE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING:

14TH JUNE 2016

Present:

Wendy Sandner (practice manger) WS

Emily Foster (receptionist) EF

Helen Fray (Practice care coordinator) HF

Frank Dickens (chair) FD

Lesley Durran LD

Peter Hartill PH

William Quinlan WQ

Bob Windsor BW

John Tresadern JT

Hilary Essen HE

Peter Dawson - Speaker

Apologies – Valerie Seston, Antonia O’Donoghue, Jenny Powell, Beckie Ross, Charlotte Gale,

Chloe Arbury, Margaret Updike and Sue Burfoot.

**Advocacy**

Peter Dawson attended the PPG meeting with a brief presentation about his services.

The advocacy is a free service set up to help people that find it difficult to talk to clinicians or other organisations. They are based in Buxton and cover the High Peaks and Derbyshire Dales area. To use the service you must be 16+ and it is open Monday to Friday. Leaflets will be left in reception for patients to use. On the leaflets there is a number to call to self-refer or a clinician could also call on their behalf.

**Switchboard and appointments**

All PPG members have agreed that the new queuing system is a lot better. The next routine apt with a GP is roughly 2 weeks which was agreed okay for a routine apt. The apts in between the 2 weeks and on the day i.e. the 48 hr releases are held due to shortage of on the day apts reason being 2 GPs are off long term sick. Anything other than a routine apt would be ring on the day if unsuccessful the surgery still has the sit and wait clinic and on call telephone consultations through the day. WS mentioned that Dr Fray and Dr Nieder are still on long term sick and locums have been covering their sessions. The locum sessions are all held for the day and do not have routine bookable apts.

WS mention that Dr Baird who is covering Dr Kinghorns maternity has been offered 1 day a week and Dr Wood has also been offered 1 day a week at the surgery.

PH mentioned that Wirksworth surgery triage their patients over the phone before they get an apt. WS has already discussed this with the GP and Nurses and they felt it wouldn’t suit our practice. They felt by the time they had triage all the patients they could have done a surgery. Also nurses would be doing the triage and they are not happy to do so. JT wondered why it works over at Wirksworth and WS said that they have more advanced nurse practitioners and we only have two. Some patients are reluctant to have nurses apt and would prefer a GP. JT will write something for the newsletter about out nurses and the service they provide to patients.

PH mentioned what is the wait for a blood test apt? WS said that there is no wait at the moment and you could book on the day if needs be.

PH bought up the issue with re-referrals. Once you have been discharged from a service at the hospital but then later down the line wanted to go back. Unfortunately you have to go back to your GP and be re referred. WS said it would have to go through the CCG for things to change and WS has already bought this up in the past and there has been no change due to contract.

The NAP newsletter and charging EU patients was bought up at the meeting. JT said to maybe discuss these points at the next meeting.

**Multispecialty community provider**

Multispecialty community providers – moving specialist care out of hospitals into the community.

The idea is to bring different care organisations together to help the patients in the community. The 21C programme has integrated teams in social and health care which will help to ensure that the elderly population with medical conditions receive the quality of care they need. There is to be a public consultation on 21c proposals later this year.

The Whitworth Hospital currently houses health visitors, the minor injuries unit, physio and the midwives. Adult Care have also recently relocated there. There are also talks about the district nurses going over to the Whitworth. This is the sort of idea the 21C will be looking at.

HF mention the MDT meeting they have on a Friday lunch time where different organisations come together to discuss patients that are registered here at the surgery. This is to ensure that nobody is duplicating or missing information. HF believes its very effective way discuss patients and the care they are using.

**Area planning**

A plan to develop more housing in Matlock is underway. The PPG members bought up the issue of new patients registering at the practice and what effect this will have on the surgery. WS mentioned when the housing was developed on morledge the practice should have received money from the developers for extra resources but Unfortunately the practice didn’t see the money.

JT suggested the GPs to write a letter to the council to suggest the impact it would have on the surgery and would need funding to support potential new patients. PH and FD will also draft a letter to the council from a patient’s perspective and will email it to all PPG members. JT also mentioned he would speak to sue who missed the PPG meeting due to the planning meeting. HE also mentioned it could be a good idea to use figures in the letters to the CCG and council. The outcome of this is it would be difficult to suggest how many new patients we could get.

Options for the practice if we receive funding could result in an extension or new practice.

**Hip op**

JT underwent a hip operation and wanted to urge the PPG members to use the services provided. He also mention not to hold off if you do have hip pain and to get sorted straight away with the GP. The only issue JT would suggest is the guidance he received after the op. He felt it lacked in helping you after the op i.e. what positions could you sleep in at night to help with his hip. Overall he urges patients to use the services provided.

WQ mentioned he has had knee pain for quite a while and didn’t feel he could get across to the GP that he feels he needs to have an operation. PH BW and JT mentioned to WQ to use the advocacy service to help him speak to the GP. He could also report back to the PPG members how the service worked for him.

**Newsletter**

The PPG and surgery thanked JT for his continuing to produce the newsletter and HF commented that this edition was very good. Feedback from staff and patients is very good. Reception is also keeping on top of copies for patients in the waiting room. Any information for the newsletter should be passed onto JT.

**Pharmacy closing**

FD spoke to Jenny at Manor Pharmacy and no pharmacies in the Matlock area are planning to close at the present time.

**Healthfest**

WS Thanked all PPG members that attended and help at the event. Unfortunately not enough patients/members of the public attended. The PPG felt there was lack of advertising which would have helped. It was agreed that it would be worthwhile holding another healthfest later in the year.

A joint PPG meeting with Group surgery is in July and the healthfest will be discussed then.

**AOB**

System one is having problems with the video consultation so is currently on hold.

There is also free wifi in the Practice for anyone to use.