**LIME GROVE MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING:**

**8th March 2016**

Present:

Frank Dickens (chair) FD

Lesley Durran LD

Peter Hartill PH

Sue Burfoot SB

Jenny Powell JP

William Quinlan WQ

Charlotte Gale CG

Chloe Arbury CA

Margaret Updike MU

Bob Windsor BW

John Tresadern JT

Alyson Horton – Speaker AH

Apologies – Valerie Seston, Antonia O’Donoghue, Hilary Essen and Beckie Ross.

**Arthritis care**

FD introduced Alyson from Arthritis care. AH gave a broad talk in regards to the organisation and what it provides. Leaflets with information were left for the PPG members and for the practice to display. AH mentioned an awareness day in May and WS has asked if reception would put up a display in reception.

**School Mental Health Project**

CA gave a talk in regards to students and mental health issues. 10% of the school population deal with mental health. JT will add the information to the newsletter to try and make patients more aware. SB suggested that school inset days could be used to educate teachers and students. CA will speak to school and try to raise awareness. WS will add all information to the practice website.

**Switchboard and Appointments**

WS informed the members present that a new queuing system will be put on to the telephones as well as recording the phone calls. This should hopefully be more helpful for patients when calling in. Changes will be made in the next couple of weeks.

WS told the PPG that patients will now be able to request their medical records through system one online. This will be live by the 1st April.

The discussion then leads onto appointments. PH mentioned the lack of appointments with a HCA as the agreement was to have an appointment within 5 days. WS explained the situation we are in with having one on maternity, a second off with long term sickness and the third HCA mainly doing the district bloods. This now leaves the practice with one HCA. PH wanted to know why we haven’t had a replacement and WS explain she has been advertising for well over 6 months and has had no luck with hiring a HCA. WS mentioned she has had talks with the other practices in Matlock to try and get a HCA that will work the district in the Matlock area. This then may help with the appointments and free up our HCA that does the district.

The discussion then led on to GP appointments which brought us to the next topic junior doctors.

**Junior Doctors dispute/ medical problems arising**

JB discussed the junior doctor dispute and reassured the PPG that there has been no impact on the practice. He said it may have impacted some of our patients that have been admitted to hospital but hadn’t been informed of any problems.

The medical problems in Matlock are still average. Nothing has majorly changed only a slight increase in asthma.

**Healthfest**

WS and FD announced the event healthfest to the PPG members. It will be an event hosted by both practice PPGs being held on the 2nd April 10am – 3pm. The event is to bring health organisations together to advertise their services they provide for patients. Hopefully it will raise awareness. FD asked if anyone would be available to come and offer there help at the event. FD will send an email around asking members. Refreshments will be there for the staff attending.

**Care Coordinator update**

HF will put some information together for the healthfest. WS told the PPG that we now have a new community matron Julie Kelemko. She is also community matron for 3 other surgeries. PH asked if there was any progress. JB mentioned that there are no set figures as yet to support any progress but he feels the GPs have noticed a difference with patients that have been admitted. Less are coming back to the surgery once they have left the hospital since the care coordinator has been put in place.

**Report from layreps meeting**

PH attended the meeting. The strategy for the CCG to manage care was supposed to be put in action last April. It will now not be presented until May this year. The strategy is to help patients get more care in the community and less in the hospitals.

**Care Data**

The CCG have now made it possible for patients to see their records online through system one. PPG feels it may cause problems for the practice and patients. FD asked if anyone could access these records and WS told him only you can see your own records if you request them and it will also be limited to what you can see. WS told the PPG that Bakewell have advertised it in their practice and they haven’t received many requests. The one advantage from this is when patients have asked for copies of their records it is a time consuming process and a lot of paperwork. This will now hopefully reduce the work load.

**Acronyms**

JT printed everyone a copy of some useful acronyms to take away. Also an email was sent round with a helpful website link.

**AOB**

WS mentioned that the toilet downstairs could have asbestos. They have given the practice the correct advice and also provided warning stickers to make staff and patients aware. WS mentioned that we have surveys every 2 years. Also the water is regularly checked for legionella.

Dr Fray is now on sick leave. Locum GPs will now be working at the practice covering sick leave.