

**MINUTES OF THE ELMWOOD MEDICAL CENTRE
PATIENT PARTICIPATION GROUP (PPG) MEETING**

28 APRIL, 2017

PRESENT:

Ian Bowns (Chair), Jane Barrett (Secretary), Don Hodgkinson, Samantha Minshull, Andy Brennan, Hilary Gresham, Brian Cowlshaw, Margaret Charlton, Sheila Ray, John Hollands, Andrea Walker, David Walker

1.APOLOGIES:

Jean Brown, Janet Stockton, Tim Hodgkinson, Diane Humphries-White.

2.MINUTES OFF THE MEETING 27 JANUARY 2017:

The minutes were agreed as a correct record of the meeting.

3.MATTERS ARISING:

(2 / 5) Consultation on Better Care Closer to Home:

There is a lot of overlap between Better Care and the Sustainability Transformation Plan (STP) – see below - although Better Care only affects North Derbyshire. Discussions on Better Care are ongoing following the consultation process. Formal recommendations will go to the Governing Bodies of the respective organisations in May and decisions are expected in late May.

(4) Joined Up Care Derbyshire - Sustainability Transformation Programme (STP):

The plan is an evolving document that will develop in dialogue with staff, patients and the public. It is published on the website. At the PPG Network meeting it was reported that the financial position is presenting difficulties: planned savings next year are £33million (out of a budget of £400million). It was noted that moving money out of hospitals to other services is complex and can lead to legal challenges. There is a lot of good practice on the ground but coordinating this is more challenging. The CCG was planning to start public meetings in May and June but the Network meeting felt this was premature as there are no actual proposals at this stage; it was suggested that they might instead look at awareness raising / information sessions e.g. in shopping centres or on a bus.

4. PPG Network Meeting 11 April 2017:

Margaret Charlton and Jane Barrett attended the meeting. In addition to the items in 3 above the following were discussed:

- Presentation by the local Breathe Easy Group, which is a support group for people with a lung condition and their carers and families. It meets on the first Tuesday of the month at St Anne's Parish Church Schoolrooms at 1.30. There will also be an open day in the Gardens Marquee on 8 June. The practice is contacting appropriate patients about this. For details contact The British Lung Foundation Helpline on 03000 030 555, www.blf.org.uk.
- Consultation on gluten-free prescriptions: Considering possible future options. The consultation runs from 27 Feb to 27 May; more information on: www.northderbyshireccg.nhs.uk/latest_news/press_releases.

- Stewart Medical PPG is organising a Resuscitation course which will be open to and advertised to the other Buxton PPGs.

5. Report from Andy Brennan:

- The bid for diagnostic equipment was successful and delivery is expected in 6-8 weeks
- The practice did not join a joint bid for a community pharmacist
- The waiting room refurbishment was deferred from this meeting as the plans will not go to the partners until early May: Andy will bring the proposals to the next PPG.
- Extended hours: currently the surgery is open Wednesdays from 7am and Tuesday to 7.30 / 8pm. High Peak practices are considering a consortium whereby a different practice would be open to 8pm each night (Elmwood covering 1 night) and patients could access any. Various issues are being considered, including technology, confidentiality and communications. The consortium is the best option as, if local GPs do not deliver, the CCG could use the hours anywhere in the region. Proposals must be with the CCG by the end of June. The next stage would be weekend opening. Each practice is allocated hours based on numbers on their list – Elmwood would get 4.5 hours. There is some flexibility in delivery – e.g. hours could be used for a specialist clinic or longer appointments. If any practice does not participate the hours could be transferred to the consortium. Additional staff may be required. There will be an update at the next meeting.
- Confidentiality: members asked if patients are aware of the protocols for the sharing of information within the NHS and giving consent. It was suggested a message could be put on the reception screen. Information does not go to other organisations – e.g. insurance companies – without informed and express consent. The DVLA no longer has to provide the GP with written consent as it is agreed by GMC & BMA that as a government agency the DVLA is not required to do so. The DVLA will however have informed the patient and obtained their consent but we no longer receive this: we can ask for it though if we deem it necessary. Private/ Medical Research organisations DO have to provide us with written consent from the patient.
- Ordering prescriptions by telephone. Stewart Medical is stopping this service and the Elmwood are considering whether to do so. Advantages are that it reduces calls to the practice and is safer / more accurate. The group asked that those affected should be contacted to establish if they have alternative options.
- Surveys: The Advertiser recently “revealed” information from the NHS Choices Survey which was published in July 2016 with data from 2015/16. Elmwood was bottom locally on one factor but well within the national average on this and the much higher score for overall satisfaction was not published. Following the surgery’s own patients’ survey the practice is looking at a number of issues including: reception / back office, staff supply and demand patterns, appropriateness of referrals (25% would have been better going elsewhere, as with national figures), better use of the phone system and use of nurses in the late evening opening. NB patients can give feedback via “Have your say” on the website. Andy Brennan will look at the “Patient Opinion” website. Andy also processes comments from the suggestions box, of which many relate to the waiting room, appointments and free wi-fi.
- Patient numbers: have been fairly stable over the last 5 years and capacity is appropriate.

7. ANY OTHER BUSINESS

Members commented on the difficulties of parking: this is on the list!

8. DATE OF NEXT MEETING:

Friday **28 July**, 1.30pm at the Methodist Church Hall.