

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

**28 July 2017**

**PRESENT:**

Ian Bowns (Chair), Jane Barrett (Secretary), Samantha Minshull, Andy Brennan, Jean Brown, Margaret Charlton, Eileen Smith, Bob Dewson, A Gresham, Don Hodgkinson.

**APOLOGIES:**

Apologies were received from Tim Hodgkinson, Diane Humphreys-White, Sheila Ray, Brian Cowlshaw, Mr and Mrs Bill Dodd.

**1. MINUTES OF THE MEETING OF 28 APRIL 2017:**

These were agreed as a correct record.

**2. MATTERS ARISING:**

There were no matters arising.

**3. UPDATE ON PRACTICE MATTERS (ANDY BRENNAN):**

- The waiting room refurbishment has been deferred as the cost of implementing the initial plans was too high. This is being looked at again with a view to reducing the cost.
- Extended hours: the practice is in a consortium with other High Peak practices. They will jointly deliver a service from 8-8, Monday to Friday from April 2018. Provision will be available somewhere in the area during these hours and patients will be able to use other practices which will have access to all patients' records. They are still working to resolve outstanding issues such as IT and working practices before the service starts next year.
- Repeat prescriptions: Elmwood is likely to stop repeat prescriptions by phone (as most practices already have), but will take account of exceptional needs.
- NHS National GP Survey: the results were published on 17 July and were excellent for Elmwood, with much improvement in most areas. On 2 key questions, including the one picked up by The Advertiser from last year's survey: "Would you recommend the surgery to an in-mover?", the score increased from 78% to 88%. The average score increased to 93% and Elmwood is now ranked 3<sup>rd</sup> overall; only 2 other practices went up the rankings. Andy has contacted The Advertiser who have agreed to publicise the new results. The practice is pleased with the results but is committed to continuous improvement. The full survey can be accessed on-line: Sam will email the link.
- The CCG has asked the practice to take on more work with care homes. It currently does regular "ward rounds" at The Portland, which help to avert the need for crisis interventions, and is willing to take on more.
- The practice is advertising for an additional part-time practice nurse.

**4. BETTER CARE CLOSER TO HOME AND SUSTAINABILITY TRANSFORMATION PROGRAMME:**

The CCG held a meeting in public this week which made the final decisions on Better Care; the recommendations had been published in advance and were accepted in full. These include (at the Cavendish):

- Closure of Spencer Ward and its mental health beds;
- Reduction to 8 beds in Spencer Ward (rehab).

The CCG argues that the alternative of more home-based care is using clinically proven models and will provide a better service. They have also promised that current provision will remain open until the alternative is in place. Elmwood will lose some income as it services some of the current provision, but is confident it can be replaced.

It was noted there is no information on the availability of beds in nursing homes and that the future cannot be guaranteed, eg Derby House has recently closed, and that the existing lack of community provision has led to “bed-blocking”. Members expressed concern that the CCG had not listened to respondents to the consultation, who had also opposed moving in-patient care to Walton in Chesterfield which is extremely difficult to access by public transport, accommodation of “functional” mental health patients at Stepping Hill, and the closure of Newholme as well as the changes at the Cavendish.

#### **5.PPG NETWORK MEETING 18 JULY 2017:**

The meeting also discussed Better Care and the STP. Members were assured that no current provision will cease until the alternative is in place, and that anyone needing in-patient care will continue to receive it. Consultation is ongoing and Fiona Innes is representing PPGs on the local hub for the STP implementation.

The Chair observed that significant savings are not made unless a whole unit is closed; the Cottage Hospital has not been included in the Better Care review but the Cavendish is more cost-effective to run and there is a danger that 2 half-empty (and inefficient) buildings might be left – could one of these accommodate all services in the future? There was also a concern that High Peak is not a priority and planning is focussing on other parts of the county.

Better Health Starts at Home is a proposal to try to reduce prescriptions, eg gluten-free foods.

#### **6.ANY OTHER BUSINESS:**

- Concern was expressed that electronic prescriptions take longer. Sam advised that urgent meds are available the same day and routine prescriptions are processed in 3 working days.
- There was a consensus that the screens in the waiting room need updating and could carry a wider range of information on, eg, consultations, Breathe-Easy and Blythe House. Sam said she would discuss it with a colleague and it will be on the next agenda.

#### **7.DATE OF NEXT MEETING:**

**FRIDAY 3 NOVEMBER, 1.30, AT METHODIST CHURCH HALL**