

# Staffa Health Patient Participation Group (PPG)



## Minutes of the Meeting held on 16<sup>th</sup> May 2013 from 2.30-4.00 pm

ITEM	DETAILS	ACTION
<b>Attended</b>	Cllr Deborah Watson (DW)(Chair), John Allsop (JA), Angela Ashmore (AA), Valerie Beattie (VB), David Browning (DB), Hazelle Bruce-Ewan (HB-S), Ruth Burrows (RBu), Shirley Cutts (SC), Carol Kendall (CK), Pat Kirkwood (PK), Catherine Smith (CS) and Michael Tuck (MT).	
<b>Apologies</b>	Rosemary Bateman (RB) and Claire Halksworth (CH).	
<b>Distribution</b>	As Above + Website + Shirley Carlin (SC), Natalie Hallett (NH) and Pauline Walker (PW)	
<b>Welcome</b>	DW welcomed everyone to the meeting.	
<b>Minutes of Previous Meeting</b>	Minutes from 28 <sup>th</sup> February 2013 accepted as a true record.	
<b>Matters Arising</b>	<p><b>Carer Sitting Service</b> – Still hoping to expand but new premises not purchased yet.</p> <p><b>Citizens Advice Bureau (CAB)</b> – Are increasingly busy. Questionnaire regarding service sent from Hardwick CCG (Clinical Commissioning Group) asking about the services provided – Staffa Health have asked from more sessions to be allocated to the surgery if possible .</p> <p><b>Blood Pressure Machine</b> – RBu to speak to Occupational Health.</p> <p><b>Patient Survey</b> – Analysis and feedback on the website <a href="http://www.staffahealth.co.uk/patient-participation-group">www.staffahealth.co.uk/patient-participation-group</a></p> <p><b>Young People</b> – From Tibshelf Community School carried out an assessment of Tibshelf Surgery. Highlighted the need to increase signage for Young Peoples' Information. RBu made poster and put on display this morning. Awaiting further feedback from the assessment.</p> <p><b>Summary Care Records</b> – CH to report back at next meeting about progress with this national initiative.</p>	<b>RBu</b>
<b>Feedback from CCG Meetings</b>	<p>SC updated the group on the Hardwick Patient Group meetings on held on 19.03.13 and 14.05.13.</p> <p><b>Membership</b> – Hardwick CCG pleased with response from Practices in the area there was representations from all but 3 Practices at the recent meetings.</p> <p><b>Networking</b> – New group, was set up to share ideas and best practice between Practices in the Consortium. The next meeting 13.06.13 at the Arkwright Centre starts with a buffet from 5.30 pm and meeting at 6.00 pm. All members of Staffa Health Group are encouraged to attend</p> <p><b>Training</b> - £35k available in Derbyshire for Staff Training in Patient Support Areas. VB to investigate.</p> <p><b>Castle Street Medical Centre, Bolsover</b> – New facilities up and running. Open Day – 12.06.13 from 2.00-4.00 pm. All welcome. Leaflets and posters designed by the Bolsover Patient Participation Group where tabled. RBu to obtain copies and adapt for Staffa health if appropriate..</p> <p><b>Healthwatch (HW) Derbyshire</b> – replaced Derbyshire LINK as the new independent consumer champion for health and social care which launched on 1st April 2013.. HW may visit any organisation in Derbyshire and will monitor complaints. They have statutory rights to inspect if a problem/pattern is identified.</p> <p><b>Promotion Events</b> –Hardwick CCG wish to promote their services at local events. Details of events should be emailed to Sue Higginson. DW will send details of events to be held in Tibshelf.</p> <p><b>Chesterfield Royal Hospital, Emergency Department</b> –Is at the beginning of a consultation process to look at reconfiguration of the department. They want to change how services are delivered to ensure that people are directed as appropriate to the correct service and wait less time to be treated. Workshops for professionals and local people are being organised by the hospital..</p>	<p><b>All</b> <b>VB</b> <b>All</b> <b>RBu</b></p> <p><b>DW</b></p> <p><b>All</b></p>
<b>Appointments</b>	VB updated the group on the Practice appointment system. Each week the Practice offers approximately 1100 GP and nurse clinician appointments, about 400 are urgent appointments Over the winter months there was increased demand and people had to wait longer for a routine appointment. This has now improved. The Practice is now involved "In developing a system so that patients will have the facility to book their appointments online". Patients will also be able to order prescriptions and look at their health records via the clinical system. Text reminders regarding appointments may also be introduced at this time.	
<b>21<sup>st</sup> Century Lay Reference Group</b>	Being going for about a year but SC was unsure if it would carry on as South Derbyshire have not participated.	

