

## Staffa Health Patient Participation Group (PPG)

### Minutes of the Meeting held on 5<sup>th</sup> February 2015 from 2.30-4.00 pm

ITEM	DETAILS	ACTION
<b>Attended</b>	Cllr Deborah Watson (DW)(Chair), Shirley Cutts (SC),(Secretary, )John Allsop (JA), David Browning (DB), Hazelle Bruce-Ewen (HB-E), Ruth Burrows (RB), Claire Halksworth (CH), Stephen Fox (SF), Patricia Marrow (PM),	
<b>Apologies</b>	Rosemary Bateman (RB), Ruth Cater (RC) Mary Hellen (MH), Roderick Hellen (RH),	
<b>Distribution</b>	As Above + Website + Natalie Hallett (NH)	
<b>Welcome</b>	DW welcomed everyone to the meeting, introductions round the table for new members.	
<b>Minutes of Previous Meeting</b>	Minutes from 4 <sup>th</sup> December 2014 were unanimously agreed as a true record.	<b>All</b>
<b>Matters Arising</b>	<p><b>Role of treasurer</b> – SF asked for clarification of the funds that are held in the name of the PPG. CH explained the history of the donation of the money and where it is held. RB circulated details of the funds explaining that the practice Finance Officer currently monitors the account. Reassurance was given that use of the account has to be formally approved by the group at the PPG meeting. It was agreed that a treasurer should be appointed from the group. Nominations and appointment to be agreed at the next meeting.</p> <p><b>CQC ratings</b> – RB explained that the CQC had been forced to review its ratings of GP practices nationally. Staffa Health are now rated 5.</p> <p><b>Pharmacy issues</b> – DW wrote to the pharmacy at Tibshelf surgery before Christmas, but has received no response. RC has held a meeting with pharmacy staff. RB has completed her research and presented her findings to practice and pharmacy staff. Group members repeated their concerns about the pharmacy, with a number stating that they are so disappointed with the service that they now use an alternative pharmacy.</p> <p><b>Text message reminders</b> – RB informed the group that the practice seemed unable to send text messages to landline phones. This was reinforced in a paper provided by RC.</p>	<b>All</b>
<b>Staffa Health Issues</b>	<p><b>Margaret Phillips</b> – DW announced the sad death of Margaret Phillips. Margaret had been one of the founding members of the PPG. Group members who had worked with her remember her as being a highly motivated and enthusiastic member of the group. She represented the group, meeting with representatives of other PPGs county wide.</p> <p><b>General update</b> – RB distributed a paper prepared by RC. Issues raised from the paper:</p> <ul style="list-style-type: none"> <li>• <b>Electronic prescribing</b> – RB and CH explained plans to introduce electronic prescribing in the practice. Concerns from the group included the apparent inflexibility of patients having to choose a pharmacy, The group were clear that patients need to be informed in advance. CH agreed that she will consult with RC and develop a multi-media approach, including leaflets, posters and information on the website.</li> <li>• <b>Patient survey</b> – It is stated in the paper that the practice intends to conduct an ‘in-house’ patient survey. The group were clear that they should be involved in the development of the questions. It was agreed that this should be an agenda item at the next meeting.</li> <li>• <b>Map</b> –RB circulated a map illustrating the surgeries and community hospitals which form Hardwick CCG.</li> </ul>	<b>RC/CH</b>  <b>RC/CH</b>

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### Minutes of the Meeting held on 5th February 2015 from 2.30-4.00 pm (continued)

ITEM	DETAILS	ACTION
	<p><b>Involving young people</b> – A discussion took place regarding the challenges of capturing the interest of this group, and strategies which had been used previously. PM agreed to produce some information which may inform the way forward. This will be discussed at the next meeting.</p> <p><b>Information sharing</b> – SC had circulated a paper which had been presented at the CCG PRG meeting. It outlines types of patient information, how it is stored and how it may be shared. DB asked for information on the implementation of care.data. PM agreed to follow this up.</p> <p><b>‘What makes my blood boil’</b> – SC identified that the PPG notice boards do not grab the attention of patients in the waiting room. The group discussed possible ways to encourage patients to actually look at the board. It was suggested that having a headline topic presented as a poster might be one way. It was agreed that appointment DNAs could be the first topic. RB agreed to develop a ‘hard hitting’ poster.</p>	<p><b>PM</b></p> <p><b>PM</b></p> <p><b>RB</b></p>
<b>CCG Issues</b>	<p><b>Issues from other meetings</b> – SC had circulated agendas and minutes from CCG PRG and Commissioning Delivery Group. No issues were raised for discussion.</p> <p><b>Community Hubs</b> – SC explained the development of community hubs. She gave the date of a public meeting regarding these – 9<sup>th</sup> March at Wingfield centre.</p>	
<b>Any other business</b>	<p><b>A surgery experience</b> – SC informed the group that she and her husband had recently received excellent service from the practice. Required investigations and a referral had taken place very quickly. The consultant seen had praised the thoroughness of the GP. JA had also received good service, particularly praising the reception staff at Pilsley surgery and the help they provided in the snow.</p> <p><b>Paper from RC</b> – JA commented that the paper explain the staffing in the practice which had been prepared by RC was extremely helpful.</p> <p><b>DCHS</b> – DB informed the group that he had received information from DCHS advocating the use of A&amp;E departments in the community hospitals, e.g. Whitworth, for minor injuries. This would relieve the pressure on the A&amp;E departments in the acute hospitals. RB identified that there is a poster with this information in the waiting room.</p>	
<b>Date of Next Meeting(s)</b>	Thursdays at 2.30pm in the Health Education Room, Tibshelf on:- 9 <sup>th</sup> April 2015, 4 <sup>th</sup> June 2015, 6 <sup>th</sup> August 2015, 1 <sup>st</sup> October 2015 (AGM), 3 <sup>rd</sup> December 2015.	