

Minutes of
Blue Dykes Patient Participation Group Meeting

14th February 2013

Present

V.Shelton, C.Kirk, , P.Greenwood, , R.Butler, H.Johnson, , J.Wilson, J.Kirby, I.Barlow,
L.Milne, J. Slater,Dr. C.Shell, Dr Z. Perkins C.Ashmore,

In the absence of D. Briggs V. Shelton chaired the meeting.

1. Apologies

J.Ainsworth, P.Parker, J.Strong, B.Hill, J.Poet, D.Briggs.

2. Approval of minutes

The January minutes were approved as a true record. Proposed by H. Johnson seconded by R. Butler.

3. Matters Arising

Defibrillator. Verity reported that the application for a grant had not yet been submitted as endorsement by a member of the East Midlands Ambulance was required. It is hoped to have the defibrillator in time for the re- opening of refurbished Grassmoor premises. Regarding Dr Fowler's retirement, as patients had been asking about a leaving gift, it was agreed a box/notice would be put in reception for those wishing to contribute. H. Johnson asked how the group felt about buying a gift from the PPG. The members present thought this was a good idea. C. Kirk would send an email to all members about this in the next few days.

4. Treasurers Report

H. Johnson reported funds on hand to be £1486.24p.

The group has received an invitation from Clay Cross Parish Council to attend the Annual Gala on Saturday 27th July. It was agreed that a stall would be booked (£5) and that any fund raising ideas for the stall should be brought along to future meetings. Volunteers from the group for the event would also be needed.

5. Patient Survey

V. Shelton thanked all those who had helped with the Patient Survey.

The results had been collated for both Surgeries and were circulated for the group to comment on.

In order to complete the return to the PCT those present were asked to focus on the 3 best and 3 worst areas of performance. These were agreed upon.

On the whole the survey had been favourable but additional comments given by those completing the survey did give some negative feedback relating to the availability of appointments. Comments were also made about the lack of privacy at Reception, (and also in the consultation rooms at Grassmoor) difficulty in getting into the building and continuity of care.

The Privacy and access problems would be resolved by the extensive works being carried out at both surgeries and once the new Partner for the Practice was in place the need for locum cover would reduce.

Discussion took place on ways the appointment system could be improved. V. Shelton showed the group an example of a typical days appointment book, with appointments available to “book on the day” and those available to book up to 4 weeks ahead. C. Kirk advised that very often patients would like to be able to book something within the next few days and this often was not possible as the book ahead appointments had already been taken. To try and alleviate this problem it would be worth considering keeping perhaps 3 appointments per doctor per session that could only be booked up to 3 days in advance. The group felt this was worth trying and could be introduced at the beginning of April.

7. Any Other Business

C.Ashmore enquired about the patient numbers at the Grassmoor site. Verity did not have the figures to hand but was aware that new patients were joining the surgery, however the numbers had to be off-set against those who were moving out of the area.

J. Kirby asked if the Practice had been made aware of proposed changes to the Pathology service at the Royal Hospital. He understood there were plans to move to a “super-lab” service possibly in Derby. This could have an effect on the number of sample collections made from the surgery. V. Shelton to take this matter to the next CCG meeting.

H.Johnson raised his concerns that the Hardwick Group often arranged events that clashed with Blue Dykes Surgery PPG meetings. He asked if we could contact the Hardwick secretary with a view to rescheduling future events. C.Kirk agreed to do this.

C.Kirk reminded the group that the PPG AGM is due to be held in March and that thought needed to be given to the election of officers for the following year. Those officers present said they were willing to continue and C. Kirk would contact D.Briggs to check if he was happy to continue as Chairman. An email will be sent to all group members asking for any other nominations to be submitted to the Secretary within the next two weeks.

The AGM will be held on 14th March at 7pm prior to the next regular meeting at 7.30pm. These meetings will take place at the Grassmoor site.

Meeting Closed at 8.30pm.