

Minutes of
Blue Dykes Patient Participation Group Meeting

22nd March 2012

Present

J.Strong, R. Butler, H. Johnson, J.Kirby, P.Greenwood, D.Briggs, D.Needham, J. Ainsworth, J.Poet, J.Wilson, J.Slater ,P.Parker K.Slack C.Kirk V.Shelton

AlsoAttending Lesley Mason from North Wingfield Practice who wished to observe a PPG meeting . She is currently in the process of setting up a group at her own Practice.

Verity took the chair on this occasion. David Briggs will chair meetings in the future.

1. Apologies

B.Flude

2. Approval of minutes

The February minutes were approved as a true record.

3. Matters Arising

There were no matters arising.

4. Patient Survey

Verity asked for volunteers from the group to assist with displaying the results of the patient survey in the waiting room. J.Poet and H.Johnson to meet with Carol & Katie on Tues 27th March to complete this task. The information to be posted on the website also.

5. Health Watch

D. Briggs attended a meeting recently and the organisation continues to develop. Details of funding are awaited. There is a further meeting planned in April and David will continue to attend the meetings. This item to remain on the agenda on a monthly basis.

6. New Development / New Build

Verity reported on a situation that had very recently arisen where the Practice had been given the opportunity to acquire Dr.Ahmed's surgery in Grassmoor. He is due to retire at the end of March this year. This acquisition would give the practice an additional 1700 patients. The practice would probably operate on a part time basis with the partners here covering one session daily, Dr Mann taking the lead on this. It was felt it would be beneficial for the PPG to have some input with patients at the Grassmoor site to help integrate the 2 practices. Concerns were raised over services at Blue Dykes being diluted to accommodate the additional case load. Many patients have a strong desire to maintain contact with their regular GP for continuity of care. Further discussion took place regarding how important communication would be in the coming months to re-assure all parties about their future care. It is anticipated that there will be several Public Engagement evenings to discuss this further, and volunteers were asked for to support the Practice team at these events.

The proposed extension to the Clay Cross surgery is currently under planning permission and if all is approved, building should commence in May/June.

7. Staff Update

With Dr George due to start Maternity leave in June the practice is currently looking to recruit locum cover for her.

Dr Kerry has had her baby boy, both mum and baby doing well.

Nurse Jeanette remains on maternity leave with other members of the nursing team covering her sessions.

The administration team has recently added 5 new members of staff to its team. Three members of staff will be retiring at the end of March.

8. C.Q.C.

Registration to this is due to take place later this year and the paperwork is being prepared in readiness. All GP surgeries will need to be registered by April 2013.

There are 26 standards of care to be measured each with their own level of competencies.

9. **C.C.G.**

Previously known as practice based commissioning. There are 16 practices involved in our group known as Hardwick Health which represents a patient base of 120,000. The group share best practice information and work towards getting community based treatment for patients. Meetings are attended regularly by members of Practice team.

10. **Any Other Business**

J Ainsworth enquired if ghost patients, which have recently been reported on in the press, were a problem at Blue Dykes. Carol reported that it was possible for this situation to arise unknowingly, but every effort was made to ensure an accurate patient registration base was maintained at the practice.

R.Butler enquired if it was normal procedure not to say who was calling when receptionists at the surgery tried to telephone him. Verity explained that staff are under strict instructions to maintain patient confidentiality at all times and would not reveal their identity until they were sure that they were speaking to the actual patient.

It was agreed that another newsletter be produced, particularly in light of the Grassmoor situation. J.Poet to look at this matter.

H. Johnson enquired if many people used the internet to order their prescriptions. Verity confirmed they did. H Johnson enquired if it would be possible for people to use this service to help reduce the number of patients who did not attend appointments. Verity advised it is not possible at present but may be something that would come in the future.

Meeting Closed at 9.20pm.

Next Meeting 12th April 7.30pm