

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 4th March 2010

1. Attendance

Chris Fletcher, John Kirby, Verity Shelton, Katie Slack, Ron Butler, Wendy Heading, Dr John Mann, Ann Small, Jean Slater.

2. Apologies

Ted Keaton, Danny Ashley, Audrey Birks

3. Meeting held on 11th February 2010

The minutes were adopted as a true record.

4. Matters arising

a) Formulation of care plans

Mrs Slack explained that Mr Keaton had only just been asked to write to the PCT on behalf of the Practice and hopefully he will report back at the next meeting. Mrs Shelton reported that she had still heard nothing with regards to the Community Matron interviews – she will chase this up.

b) Appointments

The Practice are getting quite mixed reviews with regards to the appointment system – some good (which we've never had before) and some bad as some people do not want to or are unable to ring first thing in the morning. We are unsure how we can square this. There are less DNA's and this should mean there are more appointments. We are waiting for a report which should advise of busiest times and how many calls are getting missed.

More counselling is being offered than before – increased from 1.5 days to 3.

Dr Mann explained that he had personally had 2 complaints today which he finds quite upsetting although he can understand the frustrations of organised people. He had noticed that there were 5 dna's on Monday, 3 of which were 2 day advance booked ones.

Wendy Heading had experienced booking an appointment under the new system and can understand why patients such as retired people may not want to get up so early. She does think it is better than the previous system.

John Kirby suggested we should wait for 12 months to let people get used to the new system before looking at changes.

Dr Mann explained that he would like to offer a few 2 week pre-bookable appointments but certainly for now we should leave things as they are. Dr George is returning soon and we will have a clearer picture when she is back.

Mrs Shelton wondered if the PPG would write an explanation booklet explaining how to make an appointment but it was thought this would probably not reach patients who really need it.

It was agreed that we would leave the subject of appointments for now and not talk about them for the next few months. This will be reviewed again in July.

c) Telephone system

It was agreed that the message coming up at the start of all calls is much better and sounds quite friendly.

The Practice has now looked at 4 systems. We had previously asked the PPG for their 'wants' and the main point was to have call waiting. Mrs Shelton explained that each company had been asked about this and all agreed it was available. In fact we were about to sign a contract very recently when we again queried this (just to make sure) and the company in question then said this was not available. Apparently call waiting is only available from hosted companies which are usually located in India, Deli or the Philippines. So we are back to the drawing board and looking at alternative companies. Dr Mann asked if anyone had a friend/ colleague who could help us through this minefield. Anne Small said she had a friend who has helped to put the phone systems in for the Derbyshire County Council – she will ask if he could give us some ideas.

d) Fabric Committee

Dr Mann the Clay Cross regeneration is now underway and if you have seen the plans you would have noticed the Health Centre which is being built. He explained that the PCT wanted Blue Dykes in the new build but we have declined, for many reasons, but the PCT are now talking about building some space into the new building so that some of our services can be based there. The Practice would incur costs but it sounds promising so far.

As the Partners are now confident about staying in this building they would like to think about redecoration as it is 15 years since it was last done. After talking between themselves the Partners have decided they would like to have a fabric committee consisting of a GP, Practice Manager, Receptionist and a member of the PPG to give advice on decoration etc. We are already looking at the roof in the Patients waiting room and automatic doors at the front of the building. We need to think about all the different groups of patients, especially those with disabilities, and think how we can make the environment better.

Chris Fletcher asked if we would consider a special room.

A fish tank was proposed – you can have contract cleaners for these but would have to remember to feed them.

Any improvements would need to be staged for financial reasons so this will be a rolling programme.

Mrs Shelton wondered if there were any available funds from the County Council for updating as they have promised some to the regeneration for the purchase of a stained glass window.

If anyone is interested in being on the committee please let Mrs Shelton know.

e) AGM

This is due next month. The 1st Thursday is the 1st April and the day before Good Friday. After discussions it was agreed this would be ok. Ann Small gave her apologies for this date. Positions up for re-election are Chairman, Vice-Chairman, Secretary and Treasurer.

5 Practice News.

Stacey and Paula have now left the Practice, with our blessings, to start their Nurse training. We have two new phlebotomists, Debbie Stirland & Carol Kirk, who will be going solo soon. We have already appointed one new receptionist, Rebecca Fulton. We have also had 68 applicants for the other vacant position and rather than shortlist

to 8 from these we will conduct a short interview with all applicants so they can “sell themselves”. This was offered to all the applicants and these will be taking place on Monday & Tuesday next week. We have another receptionist going on Maternity leave in May so we will recruit this candidate at the same time.

We have all completed our CPR training with St. John Ambulance.

6 Any other business

John Kirby explained that he is a Governor at Chesterfield Royal Hospital and had brought a newsletter with him. One of the items of interest is the new Birth Centre – the facilities are fantastic, really state of art.

There are also 3 new wards being built which will be ready in August/ September – again they are very state of art and are roomier. 3 other wards will be “mothballed”. There is a possible problem with the Ophthalmic department – they have lost 3 surgeons but are managing with locums at present.

With regards to the touch screen signing in facility patients had wondered if previous users of this had washed their hands – we already have alcohol gel on the front desk for patient use and will make sure this is always available.

7 Next meeting

It was agreed that the next meeting should be held at 7.30 p.m. on Thursday 1st April 2010 at the surgery