

Blue Dykes Patient Participation Group

Minutes of AGM held at Blue Dykes on Thursday 1st April 2010

1. Attendance

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

2. Apologies

Danny Ashley, Jean Slater, Ann Small, Dr George

Although Dr George has agreed to stand for Chairman again it was decided to defer the AGM until the May meeting as we had a very small turnout this month. The next meeting will be on Thursday 6th May and the AGM will be held at 7.30pm with the monthly meeting following immediately after.

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

2. Apologies

Danny Ashley, Jean Slater, Ann Small, Dr George

3. Minutes of the Meeting held on 11th February 2010

The minutes were adopted as a true record.

4. Matters Arising

a. Formulation of Care Plans

We have been advised that the position of Care Planner has gone back out to advert. The interviews for Community Matron were supposed to be last Thursday but all 3 candidates resigned – two had been offered alternative positions and the other declined to comment on her reasons for withdrawal. This position will also go back out to advert.

b. Telephone System

The Practice have just signed up for a new telephone system. We are guardedly pleased in case we have got it wrong. This will hopefully be a better system with a small call waiting facility. We are withdrawing from the Patient Partner facility (automatic booking system) as this is used very little. After discussion it was decided to have a dialling tone when in the call queue. The lines will continue to be provided by BT but the system is through a company called IGC. There are lots of little extras with this system which will make life a little easier and reduce any errors made. There is a facility to record calls with an additional function which provides help for the receptionists by allowing a 3rd party to listen to and join in the call if it should become necessary. The recording function will also be used for training purposes. The system will hopefully be fitted with the next month but there are other changes within the admin area so we will need to ensure all changes are completed in the right order.

c. Fabric Committee

We have previously talked about medical records and how they are stored but when Verity was looking for some input she was only able to contact Jean Slater who came to the surgery to look at the proposals. The Practice are looking at setting up a self help room with weighing scales, BP machine and height chart. As yet unsure of how to facilitate the use of the room – the PPG were asked for their thoughts. It was decided that it would be useful for patients to be able to just pop in but they would need to sign in and out. The room will continue to be used as a clinical room at times and we have a trolley to enable medical equipment to be removed from the room when used by patients. When setting this room up the computer will need to be tied down in some way.

The visit to Sharley Park school has been delayed due to commitments but Verity and Katie will re-arrange the visit in the near future.

Dr Mann again stressed that he would like a member of the PPG to join the fabric committee. It was thought it would be nice to involve a mixture of patients to ensure we take advantage of their different skills and interests.

5. Practice News

Dr George has returned from her maternity leave with her first day back being today. The locum GPs we have had regularly have found permanent positions elsewhere. We have Dr Sonia Gasser joining us at the end of May and she will be doing 3 sessions per week until September.

From the advert for the new receptionist we had 68 applicants. Those who met the criteria were offered a 10 minute slot to "sell themselves" and we had 56 ladies to see over 2 afternoons. From these we shortlisted to 12 and these candidates had typing, alphabetical and telephone test before a more in depth interview. Although this was hard work we would consider doing the same again as the results were very interesting. We have now appointed the original position of 32.25hrs, as well as a 26.5hr maternity position that became available during the interview process.

The two ladies who have recently done their phlebotomy training are really doing well, enjoying the challenge and are now both going solo.

Dr Mann went on to talk about the new build in Clay Cross. There is planned a new medical centre, offering a lot of floor space, but hasn't been thought out very well. Part of this new building was to be a pharmacy but it has come to light that one of the stipulations from Tesco's was that there should be no new pharmacy as this would be in direct competition with themselves. Another part of the building had been earmarked for Chesterfield Royal Hospital who have yet to confirm that they will be taking this space. The developers are now offering Blue Dykes a large space in the new building but we are unsure what we would use this space for (the space offered is as big as the ground floor in the current premises). Although the rent for the space would be funded by the PCT the Practice would still have energy bills and it would need furnishing and staffing. The PCT are expecting there to be an extra 2500 new patients from the new houses being built. The Practice have made no commitment yet and although extra space is much needed it would ideally be obtained by extending the current premises. Dr Mann suggested that the PPG come to look at how the admin office looks at present and try to visualise how things may look after the improvements.

Dr Wayman is now doing regular acupuncture clinics on a Tuesday lunchtime and patients are referred to him by other GPs rather than the being referred to the pain clinic at Chesterfield Royal. He is getting very good results and the patients seem to like this service.

The next meeting will be held at Blue Dykes Surgery on Thursday 6th May at 7.30 pm.