



**Stewart Medical Centre**  
15 Hartington Road,  
Buxton, Derbyshire, SK17  
6JP

## **Stewart Medical Centre Patient Participation Group**



**SMC PPG  
25-Feb-20**

# **MINUTES OF THE PPG MEETING ON 18<sup>th</sup> FEBRUARY 2020**

## **1. WELCOME AND INTRODUCTION**

Dr Roberts (chairman) welcomed the participants to the meeting. He introduced Amy Smith as the new Assistant Practice Manager (APM) and PPG liaison officer. He congratulated her on her promotion. The meeting was attended by 9 patients, Dr Brennan and Mrs Smith. Apologies for absence were received from four members.

## **2. MINUTES AND ACTIONS FROM THE PREVIOUS MEETING**

The chairman apologised for sending the wrong file for distribution to postal members. He handed copies of the correct minutes and asked for members to let him know if there were any mistakes. The actions from the previous meeting were completed as follows:

- a) *New topic areas for the 2020 patient survey (partners, GC, AS, TR).* No new topic areas were proposed but some amendments were suggested which were discussed under item 4.
- b) *Update the self-care leaflet with the new NHS app and Online Consult Information and obtain copyright permission for issuing the minor illness information leaflets (AS, TR).* The chairman said he was still waiting for copyright permission from Andrew Kemp, the CCG communications manager. Mrs Smith said that Online Consult was implemented on the SMC website on Wednesday 12<sup>th</sup> February. The chairman said that the Self-Care Patient Information Leaflet (PIL) will be finalised once Online Consult was in its final configuration.
- c) *Finalise the Our Services leaflet once all the personnel changes have been made and Online Consult had been implemented (GC, AS, TR).* Provisional updates have been made and the PIL will be finalised now that Online Consult has been implemented and the staffing levels stabilised.
- d) *Turn the agreed conclusions from the patient survey into the 2019/2020 action plan (TR, AS).* This has been done and the draft circulated for comment. This was discussed under item 7.

## **3. PRACTICE AND BUSINESS MANAGERS' REPORTS**

**Recruitments / Retirements / Resignations:** Mrs Smith said that Dr Brennan had returned from maternity leave and Dr Burch would soon be returning. Three new receptionists had been recruited and she had been fully in post from the beginning of the month.

**Availability of appointments:** Mrs Smith said that the doctors' appointment waiting time was currently 8 working days with a slightly longer wait to see a nurse.

**Notice boards / Call board etc:** The chairman said that Mrs Smith had assigned us a notice board but he had not put anything on it yet. However, Mrs Smith had put a few things on it so it was not empty. The chairman said that Goyt Valley PPG have been managing their own board for a while and had agreed to help us with content but it would be a few weeks before they could send material. Mrs Smith said she had started putting things on the electronic call board and had advertised the meeting there.

**Any other items:** Dr Roberts said he had one item of concern that had been raised at the Network meeting. He said that it appears that on New Year's Day there was no emergency pharmacy open in Buxton because someone had forgotten to let a contract. In addition, the information on the NHS website ([www.nhs.uk/service-search/find-a-pharmacy/](http://www.nhs.uk/service-search/find-a-pharmacy/)) was wrong and kept changing. The chairman asked if the Practice displayed which Pharmacy was open on Bank Holidays etc on the outside notice board. Dr Brennan said that normally patients could look up the Buxton Advertiser or telephone the NHS 111 who could use the NHS the NHS find-a-pharmacy service on their behalf if they did not have internet access. It was suggested that local pharmacies should display which one was on call in their shop windows.

#### **4. PATIENT PERSPECTIVE**

**2020 SMC Patient Survey:** The chairman said that the plan is to run the survey from March to April this year and he had sent out a draft of the questionnaire for comment. A number of suggestions were made:

- The gender question (Q01) should have a box for Other.
- The evening and weekend service question (Q08) should be reworded to be less negative.
- The longest day to see medical staff questions (Q10 & Q11) should be clarified to cover enforced delays rather than, say, a chosen delay to see a preferred doctor.
- The carer questions (Q16 & Q17) should be made clearer.

After some discussion, it was agreed that the chairman and Mrs Smith should finalise the questionnaire taking these suggestions into account.

**Any other problem areas:** No one had encountered any problems with the services offered by the practice at this time.

#### **5. DEVELOPMENT OF SERVICES**

**Self-care Patient Information Leaflet:** The chairman said that now Online Consult had been implemented, which has a lot of additional information sheets associated with it, we just need to update the leaflet taking this into account and resolve the copyright issue with staywellerbyshire. He said that we hope to publish the main booklet and the associated information sheets in March.

**Our Services Patient Information Leaflet:** Dr Roberts said that this can be finalised now that Online Consult has been implemented and the staffing levels had stabilised. He hoped the PIL could be issued in April.

**Better care closer to home:** The Chairman said that he had been told at the network meeting that this was going well. He asked if anyone had had any problems but none were reported.

**8am to 8pm working:** The Chairman said that no problems had been reported and word on the availability of evening appointments had spread.

**Buxton Hub update:** Dr Brennan said there was no firm news at the moment. The chairman had heard at the network meeting that someone had seen draft plans and these seem to indicate that, at the moment, not enough space is being allowed for the practices. He and other members urged the practice to plan what was needed as soon as possible because experience shows that if you do not ask for what you want in the early planning stages it is difficult to get what you want in the later stages.

**High Peak Primary Care Network update:** The chairman said that an update on Primary Care Networks (PCN's) been given at the network meeting. Flu vaccinations and

Sepsis were covered and the poor uptake of the shingles vaccine. Dr Brennan said that the sepsis initiative had been going on for some time.

## **6. COMMUNICATIONS**

### **Reactions to and suggestions for Newsletters, Self-care Patient Information**

**Leaflet, Folders:** Dr Roberts said that he had been informed that the Practice will no longer produce Newsletters because it took a lot of staff effort for a very limited audience. In future, there will be more emphasis on using Facebook and the website. The members understood the reasoning and thanked the Practice for the production of past newsletters as they helped produce a sense of community. The chairman said that Mrs Smith had given him the old folders and he will arrange for them to be updated as soon as the Patient Information Leaflets were finalised.

**Improving the website:** The chairman said that, as part of the Action Plan, the website will be reviewed once Online Consult had bedded in, the Our Services and Self Care information leaflets have been finalised and the results from this years' patient survey are available.

**Liaison with other PPGs (network meetings):** The chairman said that Ruth Dawes from Derbyshire Community Health Services gave an overview of their current work and he had circulated a copy of their current team. At the network meeting, members expressed concern that when community nurses visited Care Homes there were no notes to help relatives see how the inmates were progressing. Dr Brennan said that it was a similar problem for the doctors as they also did not have access to the nurse's notes. It also became clear that whilst DCHS had links with Stepping Hill hospital there were none with other local hospitals. Dr Brennan said that the IT in Buxton was not as good as some other areas where access for doctors was better. Dr Sam Taylor, who is a Macmillan Expert Patient Volunteer Manager, gave a presentation aiming to bring more awareness of Prostate Cancer in partnership with Macmillan cancer support and hosted by Derbyshire Voluntary Action. She announced a new buddy scheme and the chairman had circulated the details. Little mention was made of the work of Blythe House. The chairman said that a SMC PPG member had subsequently informed him of a very successful PC Support Group which meets on the last Tuesday of the month, 5-7pm at Blythe House. The chairman asked if the SMC mentoring was still active and if mentors were given any training. Dr Brennan said that she was not aware of any being given. At the meeting, it was announced that the CCG have decided that, from April 2020, the Communications and Engagement Team will be providing support to the network meetings rather than the Patient Experience Team although the team will still be involved. The chairman asked for a volunteer to attend future network meetings with him and asked members to let him know of their interest before the next meeting on 28<sup>th</sup> April.

**Topics for presentations to the PPG members.** The chairman said that it was still the wish to have a presentation from the Carers Association. Mrs Smith said she would look into it.

## **7. PPG ADMINISTRATION**

**2019/20 Action Plan:** Before the meeting, the chairman circulated the draft action plan for comment. The Practice was content with the plan and the members made no alterations. The aim was to meet the agreed actions by the end of September.

**Improvements to the methods of working:** Dr Roberts said that he and Mrs Smith will be discussing this after the patient survey.

**Any other PPG business:** There was no other PPG business.

## **8. PROMOTION OF HEALTH MATTERS**

**Forthcoming public meetings:** The chairman said that the proposed hub meeting seems to have been delayed.

**NAPP:** The chairman said that there were two items of particular interest in the December 2019 bulletin, viz:

- The General Pharmaceutical Council has produced a new online guide for patients and the public which explains what they can expect when visiting a pharmacy.
- They referenced research which says that half of women will be carers by the age of 46, and half of men can expect to be carers at 57.

## **9. AGREED ACTIONS AND DATE OF NEXT MEETING**

The agreed actions were as follows:

- a) Finalise and issue the patient questionnaire (AS, TR)
- b) Publish the Self-care Patient Information Leaflet and associated booklets by the end of March (AS, TR)
- c) Publish the Our Services Patient Information Leaflet by the end of April.
- d) Practice to prepare/finalise their requirements for the Buxton Hub as soon as possible (JW, GC, AS).
- e) Update the surgery folders on Self-Care and Our services as soon as the PILs are available (AS, TR)
- f) Meet the action plan targets by the end of September (all).

No date could be set for the next meeting because of Corvid-19.

*E-mail recipients of documents are requested to bring their copies with them to the next PPG meeting.*