

PPG Meeting – Tuesday 3rd December 2019

Attendees - Jean Walker (Joint Chair), Jocelyn Street (Joint Chair), Deborah Whitworth, Joyce O'Brien, Sue Bull, Janet Walker, Janet Snow, Shaun Snow, Elizabeth Greenfield, Ruth Taylor, KO (Lead Nurse), Nick Derbyshire (Practice Manager), Maria Pioli (Assistant Practice Manager), Kerry Martin (New Practice Manager)

Apologies - Sandra Watkins (also resigned), PL (?), Margaret Snape, SH (?), Francesca Allsopp-Pick

Introduction

Thanks were given to SB for her period of chairing the PPG, and for her continued involvement.

Thanks were also given by JW to all members for their participation and interest in the PPG. JW and JS expressed the importance of participants representing patients rather than just sharing their own experiences, though their personal experience and experience of other patients would inform that representation. It is the role of the PPG to make voices heard and improve all services provided via feedback to the practice but also to the wider NHS in Derbyshire.

Changes to the external NHS structure

The Clinical Commissioning Groups (CCGs) have recently merged from 5 separate ones within Derbyshire and Derby City to just one Clinical Commissioning Group (CCG) now covering the whole of Derbyshire and Derby City.

There is a national sustainability and transformation plan which involves integrating Primary Care with Social Care and other NHS Services.

The role of the Primary Care Networks (PCNs) – maps were provided as to the areas each PCN covers, along with a list of Practices within each Primary Care Network (PCN).

There are now Patient Participation Group (PPG) Networks, and Peak and Dales Medical Partnership (the new name for Tideswell and Bakewell surgeries) belong to the 'Dales PPG Network'. The Network have meetings (Meeting list attached).

There is an online organisation called the 'Citizen's Panel' – this is for people aged 16 and over, to register your interest you can contact Karen Ritchie - karen.ritchie2@nhs.net.

Other organisations include:

Health

Joined Up Care Derbyshire - <https://joinedupcarederbyshire.co.uk/>

Patient Ambassadors Part of Joined Up Care Derbyshire

It was discussed how the PPG are able to put their ideas and views across to the CCG as members of the PPG cannot sit on the CCG meetings.

JS does sit on a number of committees including discussing the draft level of Policies. 'Confirm and Challenge' Sessions are held by the DDCCG and allow Lay Representatives to give their opinions. These have evolved from the old Lay Reference Groups run by the individual CCGs

Ways of patient engagement/informing ourselves

It is important to patients that we identify any gaps in provision to feedback in the appropriate place to improve services. We note that Bakewell surgery will be reinspected by the Care Quality Commission (CQC) next year and the patients have a vested interest in the outstanding status being maintained as a way of attracting and retaining the best clinicians and staff. Nick advised that the CQC are looking to award outstanding now to those who have increased community involvement rather than have just maintained the status quo. This was discussed and ideas were invited for ways to engage with patients to obtain their feedback,

Concern was expressed in relation to mental health provision in particular in general, for the elderly and for school children. Francesca has expressed an interest in this, as did Janet Walker. **It was agreed JW would facilitate a meeting** between them so they can identify issues and potential plan to obtain feedback.

Feedback from other Organisations such as local Care Homes and The British Legion Veteran Service, Age UK and Buxton Connex

Increasing the membership of the PPG

Tideswell Community Association

Janet Walker co-ordinates Tideswell lunch club and is the Trustee of the Derbyshire Dales CVS and

The most difficult patients to reach are the non-attenders from rural locations and are also often the patients likely to be in need of help and support. Possible suggestions to identify and reach these people include more communication between the Surgery and the other Public Services such as the Fire and Police.

Young people could be targeted online and using technology, and possibly schools and youth councils could be approached. Deborah Whitworth expressed an interest in this area.

KM explained the role of the Social Prescribers, however there is a current capacity issue in certain areas.

JW asked that members volunteer with contributions, they can email her and/or JS.

JW will attend PPG networks and is happy to drive other members who wish to join her.

JW will attend Care Homes to ask how they feel the Practice is delivering under the contract they have with the GPs

So possible project areas are mental health; technology; care home feedback; veterans feedback; isolation; transport to medical facilities, pharmacists feedback

Derbyshire Community Health Service

Following the new service specification of the District Nursing Service, the Service is now improving. There is a problem with regards to attendance of Wound Clinics at Newholme Hospital. Patients are struggling to get there, especially Tideswell patients, and EMAS do not provide transport for these clinics; although the Service itself is improving.

There has been very little of negative feedback recently and mostly positive feedback although it was questioned whether this may be due to lack of attendance.

Communication with patients

J O'B raised a concern over a lack of communication with Patients from the Surgery, specifically regarding the Newsletter which quite a few patients didn't know existed.

ND informed the newsletter, which is produced in Spring and Autumn each year, is put on the reception desk in the Surgery for around a month and also distributed locally to pharmacies and the Medway Centre and is also published on the Surgery website.

It is unaffordable to post this out to patients.

It was suggested that members of the PPG could collect copies to distribute to neighbours to be read and passed on.

It is not currently emailed out to patients – this is to be looked at by ND/MP

Notice Boards

It was pointed out that the Notice boards have improved.

Flu Vaccinations

ND gave an update on the uptake of the flu vaccinations this year. They are slightly behind last year which is probably due to delays in delivery and production of vaccines. Less have been lost to Pharmacies this year, although it is still a significant number. With regards to our position compared to other Surgeries within our CCG we are mid-table.

Housebound patients have not yet been vaccinated for Bakewell patients due to District Nurse work capacity, this has been started at Tideswell and not all Care/Residential Home patients have been vaccinated yet.

New Surgery Website

ND explained the Surgery is going to have a new website to tie in with the merger so Tideswell and Bakewell will have the same website under Peak and Dales Medical Partnership and this will be live from the end of February. Both Surgeries' information will

be available to be viewed from the one site. An example site which follows a similar design can be viewed at the following link: ?

Defibrillator training

Karen suggested that this would be a good idea. **She will research free providers and advise** so that we can organise this

Thanks to Nick

Thanks were given to ND for all his help over the years, this will be his last meeting as he is retiring from the Practice Manager post at the end of January, and Kerry Martin will be the new Practice Manager and is starting at the beginning of January.

Actions for next meeting

1. JW to facilitate meeting re mental health
2. ND/MP to look into the possibility of emailing out the newsletter
3. Karen to research and let us know who can provide free defibrillator training so we can organise
4. JW and JS to look at some basic governance rules for the PPG to put before the next meeting including whether we can alternate venues.

Next Meeting – Tuesday 3rd March 2020 6.30pm, Bakewell Medical Centre Meeting Room