

VALLEY MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
Minutes of the meeting dated 3rd October 2012 at 6.30pm

Present

Practice representatives: Dr David Baron, Liz Sedgwick - Practice Manager

Patient representatives: Jim Brackenridge, Irene Allan, Janet Kszton, Anne Payne and Judy Pearson

Apologies Received From: Cliff North, Chris Milnes, Margaret Derbyshire, Beryl Downs, Dennis Haley and Jenny Mackinder

1. Minutes

The minutes of the meeting dated 4th July were agreed as a true record.

Liz told the meeting that the text reminders appeared to be having an impact as the number of DNAs had reduced last month by about 20%. There were still 170 appointments not attended but not everyone has yet consented to the service.

2. Flu Campaign

We have started with the Flu vaccinations in the surgery for the people at risk. Dr Baron answered questions about the strains for this year. We have several flu clinics during the week and an additional clinic on Sat 20th October. We carry out about 2200 flu vaccinations. They are also available at Lloyds chemist.

3. Pregnant Women – Whooping Cough

There has been an increase in the reported cases of Whooping cough and all pregnant women beyond 28 weeks will be vaccinated. New mothers up to the date of the babies first vaccination are also eligible for this. We will be liaising with our midwife based at the Childrens centre to co-ordinate this programme.

4. A&E attendances

There have continued to be increasing numbers of patients attending A&E nationally and not all visits are appropriate. Practices have been asked to review the data of patients attending both during surgery opening hours and when the surgery is closed. Those who also attend regularly have to be reviewed. On average we have 200 patients attending A&E in total. Patients over 65 and under 16 were the main focus. About 40% of these were when we are open. The practice was asked to review the appropriateness of the visit and whether primary care or an alternative service could have been used. On the whole it was felt that the majority of the cases were appropriate. The numbers even included patients sent by the GP for admission but when beds weren't available had to go to A&E.

Survey

As part of a positive move to direct patients to the appropriate service, the practice is promoting the chose well leaflet that signposts various places available and for what type of treatment. The practice has also put this on the website which will help patients when the surgery is closed. The local pharmacy is now open on both Saturdays and Sundays where patients can get assistance with minor ailments.

At a recent discussion with other practices it was suggested that the leaflet and a survey should be used for people who have attended A&E, and those who attend frequently. The intention is raise awareness of alternatives. Unfortunately this has generated complaints in some instances. The group discussed both the pros and cons for carrying out the survey and it was agreed that it would be distributed.

It was also agreed that the information would be displayed on the Jayex board in the waiting room and that this information about awareness would be included in the annual survey that the practice holds.

5. GP Associations

Since the last meeting of the Patient Group, there has been a meeting of the GP association which incorporates Stocksbridge, Deepcar and Oughtibridge Medical Centres. There was a broad range of representation including GPs, District nurses, Palliative Care, Matrons, Integrated Care team and practice managers. The discussion was around how we could make things better for our patients, tackling the problem areas together to find solutions etc. Unfortunately we were unable to have anyone attend from Social Services and it is felt that the interaction between community services and Social care is crucial for success. A further meeting is planned when we can have the link with social care.

6. 111

From April next year, NHS Direct will be replaced by a new telephone service 111. This will provide non urgent assistance and direct patients to the most appropriate service. There will be access to a clinician. In Sheffield this will be provided by the Ambulance service.

7. Carers Group – Future Uncertain

Stocksbridge has been very lucky to have a Carers group which is mainly run by volunteers. They are co-ordinated by a project worker but the funding for this post will soon cease. It is intended that it will continue to run for another six months as it looks for further funding. A similar project with Church involvement runs in South Sheffield. There may be a future role within the GP associations.

8. Thefts from the surgery staff

Unfortunately we have had two incidents of theft from members of staff at the surgery. The culprits were soon identified and removed from the practice list. The outcome has been a review of security and personal safety within the surgery.

9. Litigation against the Practice

There has been a case taken against the practice for an accident that happened on the premises.

10. Newton Grange Residential Home

Newton Grange is one of the last residential care home run by Sheffield City Council. This is due to close at the end of the month and the residents have been moved elsewhere. Unfortunately this has meant going into Sheffield or Penistone as there is no where local for residents to move to.

11. Comments Form

It was commented that there was no-where on the practice website for patients to leave comments about the practice. There are other forums where this can be done – such as NHS choices. The practice does have a comments form which is used for both praise and complaints. It was agreed that we would put this on the comments page for people to print off and hand in at the surgery.

12. Date and Time of Next Meeting

The next meeting will be on 9th January 2013 at 6.30pm. The agenda for this meeting will be agreeing the content of the practice survey. Suggestions before the meeting are welcome, a section on A&E and access to alternative services has already been agreed. Last years survey is to be distributed with these minutes.