

**VALLEY MEDICAL CENTRE**  
**Minutes of the PATIENT PARTICIPATION GROUP MEETING**  
**Wednesday 15<sup>th</sup> January 2014 at 6.30PM**

**Present**

**Practice Representative** – Dr D Baron and Liz Sedgwick, Practice Manager

**Patient Representatives** – Ken Scott, James Fisher, Judy Pearson, Jim Brackenridge, Martin Brelsford, Margaret Derbyshire, Cliff North, Janet Kszton, Chris Milnes and Biz King

**Apologies** – Anne Payne, Elaine Smith, Beryl Downs, Pauline Naylor

Dr Baron welcomed everyone to the meeting. A round of introductions was made for the new members and apologies accepted.

**Minutes**

The minutes of the meeting dated 9<sup>th</sup> October 2013 were agreed and there were no matters arising.

**Retiring Doctor**

Dr Sandra Leicester is to retire at the beginning of April after many years working for the practice. In the short term there are no plans to advertise the post due to the possible changes with the premises. However the sessions will be covered by existing partners and locums.

**Update on Surgery Development**

Since the last patient group meeting practices have been invited by NHS England to bid for project funding. A very short timeframe was allowed for the Project Initiation Document to be submitted and assessed by the area team, before it is submitted for National consideration. The bid for Stocksbridge premises passed the criteria needed for the Local team's assessment which is a positive outcome. It is unclear what the next stage is or the time frame.

**Practice Survey 2014**

Each year the practice carries out a survey. The questions need to be relevant but simple enough to provide a clear response. The group discussed the previous year's survey and responses. This concentrated on appointments, patient satisfaction, online service, A&E attendances and a useful free text section for comments.

It was agreed that promoting the online service and the website by raising awareness would benefit both the practice and the patients. This area would have more questions. Encouraging consent to text messages also reduces the number of missed appointments. A section to give name and mobile number has been included together with the option to remain anonymous if preferred.

Asking the patients if they would recommend the practice and the comments box is to remain. The detailed questions on A&E to be replaced with accessing Out of Hours services.

The group agreed the format and content. The survey is to be available in the surgery but also to be downloaded from the website. There is no facility to complete online but it can be printed and handed in at the surgery.

The survey will be over the last two weeks of January with the intention of distributing over 700 questionnaires. The results and report should be available by the next Patient Group Meeting.

### **Health and Social Care Act**

There are a number of changes being introduced from April that will impact on the surgery. Dr Baron outlined the main areas of these and the impact these will have.

### **New telephone system**

The practice telephone system is changing within the next 3 months and the 0844 number will be dropped completely. The plan is that the local number currently running aside the 0844 number will become the main number. The new system should provide better access and technological back up. This is 0114 321 7510.

### **Appointments Audit**

The practice has been carrying out an internal audit to look at demand on the appointment system. This has resulted in some slight amendments to how the appointments are released which should make access for the patients easier.

### **Any other business**

Use of the touch screen was discussed.

### **Date and Time of Next Meeting**

Wednesday 19<sup>th</sup> March 2014 at 6.30pm. This meeting will have the results of the survey. Any agenda items please send to Liz.